

**HIMACHAL PRADESH TECHNICAL UNIVERSITY
HAMIRPUR**



Syllabus & Examination Scheme

for

**Bachelor in Hotel Management & Catering Technology
(BHMCT)- 4 Years**

&

**B. Sc. in Hotel Management & Catering Technology
(B. Sc. HMCT)- 3 Years**

As per National Education Policy (NEP-2020)

(w.e.f. the Academic Year 2023-2024)

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Hamirpur - 177 001, HP

1. Admission And Eligibility

- Admission to the first semester of the Programme shall be open to candidates who have passed the Senior Secondary Examination i.e.
 - 10+2 with at least 45% marks for General Category students.
 - 40% marks in case of reserved category candidates in aggregate from a recognized Board of Education as per Govt. of India with English as a compulsory subject.

OR

- Student who has passed 10th class and studied hospitality in 9th, 10th classes having minimum 1-year Diploma in any one out of four main core departments of hotel (i.e., Food Production, F&B Service, Front Office, Housekeeping) from any recognized university or institute is eligible to take admission after 10th class directly in 1st year.
- 10th with at least 45% marks for General Category students.
- 40% marks in case of reserved category candidates in aggregate from a recognized Board of Education as per Govt. of India with English as a compulsory subject.

For Lateral Entry-

- Student who have studied hospitality from 9th to 12th classes and having minimum 1-year Certificate/Diploma in hotel management from any recognized university or institute is eligible to take admission after 12th class directly in 2nd year.
- Student having minimum 1-year Certificate in Hotel Management after 10+2 from any recognized university or institute is eligible to take admission directly in 2nd year.

Note: Recognized board for admission are mentioned in below link

- Click the link- scroll down and click 'List of Recognized Boards'

<https://www.cobse.net.in/list-of-boards.html>

Documents Required:

- Two passport-size photographs
- Student's Signature (Digital)
- Bonafide certificate of State
- Character Certificate (School/Tehsil)
- Category Certificate (All)
- Physically Challenge Certificate (From Tehsil)
- 10th & 10+2 Marksheets
- Anti- Ragging Certificate
- Photo/Address proof Id
- Certificate/Diploma Marksheet

- The medium of instruction and examination shall be ENGLISH/HINDI only.
- The last date of receipt of admission forms and fees shall be fixed by the Vice-Chancellor and will be displayed on the University site.
- The amount of examination fee to be paid by a candidate for each semester shall be as per the decision of the University from time to time.
- Scholarship and fee concession is applicable as per government norms.



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2. Preamble

Courses Offered at HPTU are as follow:

- **Certificate in Hotel Management & Catering Technology (CHMCT) - 1 Year**
- **Diploma in Hotel Management & Catering Technology (DHMCT) - 2 Years**
- **B.Sc. in Hotel Management & Catering Technology (B.Sc. HMCT) - 3 Years**
- **Bachelor in Hotel Management & Catering Technology (BHMCT) - 4 Years**

It is a comprehensive **one/two/three/four-year** undergraduate course that equips students with the knowledge and skills necessary to excel in the dynamic and demanding hospitality industry. The Department of Hotel Management also made an attempt to revise the curriculum of **CHMCT/DHMCT/B.Sc. HMCT/ BHMCT** in alignment with the National Education Policy-2020. With NEP- 2020 in the background, the revised curricula articulate the spirit of the policy by emphasizing an integrated approach to learning, innovative pedagogies and assessment strategies, multidisciplinary and cross-disciplinary education, creative and critical thinking, and ethical and constitutional values through value-based courses. This program offers a holistic learning experience that combines theoretical knowledge, practical training, industry exposure, and managerial competencies to groom individuals into well-rounded professionals in the field of hotel management and the catering industry. This course also enables the students to select subjects as per their interests. Also, diverse lab practicals and seminars allow the students to understand the fundamental aspects of the subject.

Over the course of one/two/three/four years, students undertaking the **CHMCT/DHMCT/B.Sc. HMCT/ BHMCT** program will develop into various aspects of hotel management, catering operations, hospitality services, and related disciplines. The curriculum is designed to provide a strong foundation in theoretical concepts and practical applications, ensuring that graduates are prepared to meet the industry's challenges and contribute to its growth.

Multiple Entry and Exit Advantages

1. **Certificate in Hotel Management & Catering Technology (CHMCT).**

Entry-1 (Level-5)

- The first year of the **CHMCT/DHMCT/B.Sc. HMCT/ BHMCT** course focuses on introducing students to the fundamental principles of hotel management and catering technology. This introductory year aims to provide students with a comprehensive overview of the industry, its diverse operations, and the essential skills required to succeed in it.

Exit-1

- Students have the opportunity to leave the course after the first year by completing a four-week training program in one specialized core department. Following this training, students must submit a training report, presentation, and viva to the university or institute in order to receive a **1 Year Certificate in Hotel Management & Catering Technology** for the course.


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2. Diploma in Hotel Management & Catering Technology (DHMCT)

Entry-2 (Level-6)

- As the **DHMCT/B.Sc. HMCT/ BHMCT** program enters in second year, students will participate in four core departments for four months of **Industrial Training** to get practical experience and a deeper understanding of real-industry operations. Following this Industrial training, students must submit a training report, presentation, and viva to the university or institute. After that students deepen their knowledge in core areas such as food production techniques, bakery and confectionery, accommodation management, and bar and beverage management.

Exit-2

- Students have the opportunity to leave the course after the second year to receive a **2 Years Diploma in Hotel Management & Catering Technology (DHMCT)**.

3. B.Sc. in Hotel Management & Catering Technology (B.Sc. HMCT)

Entry-3 (Level-7)

- In the third year, the **B.Sc. HMCT/ BHMCT** program emphasizes advanced topics such as international cuisines, revenue management, strategic management, and sustainable practices. Students also have the opportunity to choose elective subjects based on their areas of interest, such as spa management, wine appreciation, hotel engineering, or culinary arts. This year encourages students to develop critical thinking, problem-solving abilities, and decision-making skills necessary for managerial roles in the hospitality industry.

Exit-3

- Students have the opportunity to leave the course after the third year to receive a **3 Years B.Sc. in Hotel Management & Catering Technology (B.Sc. HMCT)** degree and is equal to other degrees.

4. Bachelor in Hotel Management & Catering Technology (BHMCT)

Entry-4 (Level-8)

- The final year of the **BHMCT** course is dedicated to specialization with options of subjects as major or minor the practical application of knowledge gained throughout the program. Students undertake a comprehensive industry-based project or dissertation, or where they apply their learning to real-world scenarios and explore innovative solutions to current challenges in the industry. Additionally, they engage in **Job Training/Internship** in reputed hotels, resorts or hospitality organizations for the period of four months and students are permitted to continue their training after end semester exam. Training equips them with exposure to the specialized core department and a chance to develop their skills under professional guidance. Following this **Job Training/Internship**, students must submit a training report, presentation, and viva Offline to the university or institute.

Exit-4

- After completion of four years, students will receive a **4 Years Bachelor in Hotel Management & Catering Technology (BHMCT)** degree.


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3. Program Objectives (POs)

- Provide students with a comprehensive understanding of the hospitality industry, including its history, scope, current trends, and future directions.
- Equip students with practical knowledge and skills in various aspects of hotel operations, including front office management, housekeeping, food and beverage management, catering, event management, and revenue management.
- Develop students' ability to provide exceptional customer service and guest satisfaction, emphasizing the importance of professionalism, communication skills, and problem-solving abilities.
- Provide opportunities for students to gain hands-on experience through internships, practicums, or industry placements, allowing them to apply theoretical knowledge in real-world hospitality settings and develop industry-specific skills.
- Support students in their professional development by offering career guidance, networking opportunities, and exposure to industry professionals, helping them to launch successful careers in hotel management and related fields.
- To prepare students for careers in the global hospitality industry, equipping them with cross-cultural competence, adaptability, and an understanding of international hospitality trends and practices.

4. Program Learning Objectives (PLOs)

- The learning objectives are designed to prepare students for a wide range of careers in the hospitality and catering sectors, including hotel management, food service management, event planning, and tourism management. The curriculum of a BHMCT course typically encompasses theoretical knowledge, practical skills training, industry internships, and experiential learning opportunities to ensure students are well-prepared to meet or exceed the expectations of industry. Here are some common program learning objectives for a BHMCT course:
 - Gain a deep understanding of the hospitality industry, including its history, structure, trends, and challenges.
 - Develop skills in managing catering operations, including menu planning, food production, beverage management, catering logistics and legal aspects of industry.
 - Understand the importance of food safety and hygiene standards in hospitality operations and learn to implement best practices to ensure compliance.
 - Gain knowledge and skills in planning, organizing, and executing various events, such as conferences, weddings, and banquets.

5. Curriculum Structure

BHMCT (Bachelor in Hotel Management & Catering Technology) degree program will have a curriculum with a Syllabus consisting of the following types of courses:

- **Mandatory Course/ Subjects (MC):** Mandatory Course is designated as compulsory for a particular program.
- **Core Course (CC):** Core courses are those that form the essential body of knowledge within a particular discipline or program. They are considered fundamental and necessary for students to gain a comprehensive understanding of the subject matter.
- **Foundation Course (FC):** It typically refers to a course that serves as an introductory or preparatory level of study within a particular subject area or academic program.
- **Program Elective (PE):** Generally, a course that can be chosen from a pool of courses and which may be very specific or specialized or advanced or supportive to the discipline/interdepartmental subject of study or which provides an extended scope, or which

enables an exposure to some other discipline/subject/domain or nurtures the candidate's values/proficiency/skill is called an Program Elective Course.

- **Open Elective (OE) (for other department):** means an elective course which is available for students of all programmes, except the same department. Students of other department will opt these courses subject to fulfilling of eligibility of criteria as laid down by the department offering the course.

6. Scheme of Examination

The pass percentage in each subject will be 40%.

- **Theory Examination**

Irrespective of credits, each paper will be of 100 marks (60 marks for theory exam and 40 marks for internal assessment) and duration of theory will be 3 hours.

- **Practical Examination**

Each paper will be of 100 marks (60 marks for external practical exam and 40 marks for internal assessment). Duration of paper/practical will be 3 hours.

- **Research Project**

In seventh semester, the students have to do the research project. Where topic for research has to be from the specialization subject, he/she has opted in the same semester. This research project will enhance their knowledge about a specialized department of the hotel. At the end of the seventh semester as per the dates decided by the university, students would be required to submit their final project reports. Students are expected to work on a real-life problem. The student can formulate a project problem with the help of her/his Guide and submit the final project proposal of the same in the department. Approval of the final project proposal is mandatory which will be evaluated by an internal examiner appointed by the respective college Principal or Director or university.

- **Instruction for paper setter**

In each theory paper, nine questions are to be set. Two questions are to be set from each Unit and the candidate is required to attempt at least one question from each unit. Question number nine will be compulsory, which will be of short answer type questions with 6 or 8 parts, covering the entire syllabus. In all, five questions are to be attempted. The question paper for the end-semester examination may have the following patterns:

Section A (UNIT I) Two questions of long answer type out of which one is to be attempted for 10 Marks.

Section B (UNIT II) Two questions of long answer type out of which one is to be attempted for 10 Marks.

Section C (UNIT III) Two questions of long answer type out of which one is to be attempted for 10 Marks.

Section D (UNIT IV) Two questions of long answer type out of which one is to be attempted for 10 Marks.

Section E (Compulsory) 5 or 10 short answer type questions of 2 or 4 marks each and a total of 20 Marks.

Total marks (A + B + C + D+ E) $10+10+10+10+20 = 60$ marks



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End Semester Examination (ESE)

For the theory course, the question paper for the final examination will consist of five sections- A, B, C, D & E. Sections A, B, C, and D will have two questions each from the corresponding units I, II, III & IV of the syllabus. Section E will be compulsory and will have short answer-type questions covering the whole syllabus. Each question will be of 5 or 10 marks. The candidates will attempt five questions in all, i.e. one question each from sections A, B, C, D, and the compulsory question from section E. The question paper is expected to contain problems with a minimum weightage of 25% of the total marks from each unit.

Template for End Semester Examination

Roll No:.....

Total Pages.....

Month-Year
BHMCT Code
Title Semester-X

Time: 3 Hours

Max. Marks: 60

The candidates shall limit their answers precisely within the answer book (40 pages) issued to them and no supplementary/continuation sheet will be issued.

Note: Attempt five questions in all by selecting one question from each section A, B, C and D. Section-E is compulsory.

SECTION – A
(1x10 or 5,5)

- 1.
- 2.

SECTION – B
(1x10 or 5,5)

- 3.
- 4.

SECTION – C
(1x10 or 5,5)

- 5.
- 6.


SECTION – D
(1x10 or 5,5)

- 7.
- 8.

SECTION – E (Compulsory)
(2x10=20 or 4x5=20)

9.
(a-j)

Sections	Number of Questions	Syllabus Coverage	Nature of Questions and Answers	Questions to be Attempted	Maximum Marks
A	2	Unit-1	-----	1	10
B	2	Unit-2	-----	1	10
C	2	Unit-3	-----	1	10
D	2	Unit-4	-----	1	10
E	5/10	All Syllabus	-----	5/10	20
Total	---	-----	-----	-----	60


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Mid Semester Examination (MSE)

During one semester, there will be two MSE for theory and practical subjects. The question paper will consist of three sections A, B and C having total 20 marks. Section A will be compulsory and will have short answer type questions consisting of five parts, each of one mark covering the syllabus mentioned. Sections B and C will contain descriptive-type questions of five and ten marks respectively. Sections B and C will have four questions and the candidates will attempt two questions in all, i.e. one question each from the sections B and C. Section A is compulsory.

Roll No. _____

Month-Year (Month-Year)

BHMCT Examination

Code

Title

Semester-X (NEP)

Max. Time: 2 Hour

Max. Marks: 20

Note: Attempt three questions in all by selecting one question from each section B and C.

Section-A is compulsory.

SECTION – A (Compulsory)

(1*5=5)

1. (a-e)

SECTION – B

(1*5=5)

2.

3.

SECTION – C

(1*10=10)

4.

5.



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7. Subject Code System

Each subject code is denoted by alpha-numerals, alphabets before the hyphen indicate the course name, and three numerals after the hyphen indicate the semester, and subject number respectively.

- For Example: BHMC- 101
- First four alphabets “BHMC” are the degree indicator.
- First number “1” defines the semester.
- Second and Third numbers are for subject number.

8. Assessment & Evaluation

IA-Internal Assessment (Theory)

Mid Semester Examination (MSE) = Weightage of 20 Marks for all courses.

Teacher’s Assessment (Assignment/Quizzes/Seminars/overall behaviour) = 15 Marks

Attendance = 05 Marks

ESE-End-Semester Examination = 60 for all courses.

Total = (20 + 15 + 05 + 60 =100) for all courses.

Sr. No.	Percentage of Lecture Attended	Marks Awarded
1	From 75% to 80%	01
2	Above 80% to 85%	02
3	Above 85% to 90%	03
4	Above 90% to 95%	04
5	Above 95%	05

IA-Internal Assessment & External Assessment (Practical)

Mid-Semester Examination (MSE) (Written/Presentation/ File Work) = 10/20

Teacher’s Assessment (Viva voce + Attendance) = 05/10 + 05/10

ESE-End-Semester Examination (written script, performance, External viva-voce, etc.) = 30/60

Total = 10/20 + 10/20 + 30/60 = 50/100

For Internal Assessment (Project)

- Attendance in presentation and interaction during the work plan/framework: 10 Marks
 - Knowledge/work done of Subject along with Q/A handling during course work: 10 Marks.
 - Presentation about the outcomes of the study during research: 20 Marks
- Total = 10 + 10 + 20 = 40

For External Assessment (Project)

- Overall Project Presentation about the work done/results & viva voce
(In presence of External as well as Internal examiners): 60 Marks.

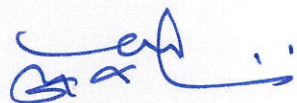
Total = 60


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Template for- Internal Examination (Theory)
HIMACHAL PRADESH TECHNICAL UNIVERSITY
AWARD SHEET THEORY (INTERNAL ASSESSMENT)

Name of the Institution:			Distribution of Marks				Total Marks
Programme:			Periodical Examinations		Teacher Assessment (Assignment discussion/ presentation/Quizzes/ Overall behavior)	Attendance	
Subject:	Sub. Code:						
Branch:	Semester:	1 st Periodical Examination	2 nd Periodical Examination				
MAX. MARKS:		MIN. MARKS:					
Sr. No.	University Roll No.	Name of Student	10	10	15	05	40
Name of Internal Examiner			Head of Deptt.		Head of the Institution		
Signature.....			Signature.....		Signature.....		
Date.....			Date.....		Date.....		

Sr. No	Percentage of Lecture Attended	Marks Awarded
1	From 75% to 80%	01
2	Above 80% to 85%	02
3	Above 85% to 90%	03
4	Above 90% to 95%	04
5	Above 95%	05



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Template for- Internal Examination
(Practical/Project/Seminar/Viva-Voce)
HIMACHAL PRADESH TECHNICAL UNIVERSITY
AWARD SHEET
Practical/Project/Seminar/Workshop
Internal Examination

Name of the Institution:			Distribution of Marks			Total Marks
Programme:			Periodical Examination			
Subject:		Sub. Code:	Written/Presentation/ File Work	Viva-Voce	Attendance	
Branch:		Semester:				
MAX. MARKS:			MIN. MARKS:			
Sr. No.	University Roll No.	Name of Student	10/20	05/10	05/10	20/40
Name of Internal Examiner		Head of Deptt.		Head of the Institution		
Signature.....		Signature.....		Signature.....		
Date.....		Date.....		Date.....		


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Template for-External Examination

(Practical/Project/Seminar/Viva-Voce)

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(Practical/Project/Seminar/Viva-Voce)

Name of the Institute:				
Programme:				
Subject Name:..... Subject Code:.....				
Branch: Semester				
Max Marks Min. Marks:.....				
Sr. No.	University Roll No.	Name of Student	Marks in Figure	Marks in Words
Name of Internal Examiner:		External Examiner.....		
Signature.....		Signature.....		
Date.....		Date.....		

Guidelines for the Preparation of Industrial/Job Training Report

- The purpose of the Industrial/Job Training in BHMCT is to give students practical information and skills that will inspire, grow, and boost their confidence. Identifying one's primary operational areas of interest is another benefit of industrial/job training.
- The students shall undergo four months of industrial training/ Job Training in a reputed Hotel or Resort or any other related hospitality sector. After completing his industrial/job training, the learner will write a detailed report of at least 30 pages on the industrial training covering the introduction of the organization, details of each department and learning outcomes from the training.
- The department will collect the industrial/job training report along with attached self-attested Xerox copy of the training certificate from the learner.
- The supervisor under whose guidance the industrial/job training has been completed will give his remarks. Trainees will also attach appreciation/award certificates if received any in the report.
- REPORT and PPT to be made in prescribed format approved by university.
 - Paper size - A-4
 - Font size - 12 with Times New Roman font.
 - Text of the report - 1.5 (one and a half) space.
 - The printout of the report shall be done on both sides of the paper.
 - **Contents:**
 - **Cover Page / Title Page**
 - **Contents/Index**
 - **Training Certificate**
 - **Appreciation Letter/Certificate by Supervisor**
 - **Declaration by Students**
 - **Acknowledgement**
 - **Chapter: 1 Introduction:**
 - Overview of the industry/sector in which you have completed your offline training.
 - Profile of the organization
 - Competitive landscape of the industry/sector.
 - SWOT analysis of the organization


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- **Chapter: 2 Task(s) Assigned and Work Plan:**
 - Main task(s) assigned to you during your training.
 - Time, duration, geographical area where the task is carried out
 - Mention your work plans that you followed to accomplish the assigned task(s)
- **Chapter: 3 Skills you have learnt during your Training:**
 - In this chapter, students are required to mention their daily/weekly activities or tasks completed and their learning thereof during their training.
- **Chapter: 4 Problems, Suggestions and Conclusion**
 - In this chapter, the learners will mention the problems and challenges faced by them during their summer training.
 - Learners will give some suggestions to their juniors which they can follow to avoid problems.
- The report will be evaluated internally by the faculty allotted to the student during the semester and the candidate will present his/her presentation/viva before the External examiner at the end of semester and will be awarded marks.
- **The duration of presentation and viva-voce examination shall be decided by the internal and external examiners.**

Guidelines for the Preparation of Research Report

- The purpose of the research project in BHMCT is to implement the basic research methodologies to the students. It may consist of review of research papers, development of a field survey, working out managerial issues, participation in some on-going research activity, analysis of data etc. The work can be carried out in any thrust areas of management under the guidance of faculty members of the department.
- The students must submit their project report in the Department as per the date announced for the submission. Internal assessment of the project work will be carried out by respective faculty members assigned to them as mentor/supervisor as per evaluation scheme. External assessment of the project report will be carried out by an external examiner (nominated by the Head/Chairperson of the Department) as per the evaluation scheme.
- The project report will contain a cover page, certificate signed by student and supervisor, table of contents, introduction, literature review, methodology, result and discussion, conclusion and references, etc on prescribed format by university. The paper size to be used should be A-4 size. The font size should be 12 with Times New Roman font. The text of the report may be typed in 1.5 (one and a half) space. The printout of the report shall be done on both sides of the paper.
- The candidate shall be required to submit two hard copies of the report in the department as per the date announced. The report will be evaluated internally by the supervisor allotted to the student during the semester and the candidate will present his/her work through presentation/viva before the External examiner at the end of semester and will be awarded marks.
- **For each research project, each lecture/contact hour per week will be considered as one credit. The duration of written and viva-voce examination shall be decided by the internal and external examiners.**

9. Overall General Instructions

- There will be theory papers of 100 (60 % ESE & 40 % IA) marks for all courses of each semester.
- Each theory lecture hour will be considered as one credit, and two practical hours will be considered as one credit.
- For each practical course of 02 credits, there will be 4 lecture hours of teaching.
- Duration of end semester theory examination shall be 3 hours for all courses.
- Students having an attendance below 75% in each course will not be allowed to appear in the final examination.
- Duration: One year divided into two semesters.
- Option to attempt examination is Bilingual (English, Hindi or Both)
- Passing Standard: As mentioned in the Ordinance.


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**CERTIFICATE IN HOTEL MANAGEMENT & CATERING TECHNOLOGY/ DIPLOMA IN HOTEL
MANAGEMENT & CATERING TECHNOLOGY/ B.SC. IN HOTEL MANAGEMENT & CATERING TECHNOLOGY/
BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY**

SEMESTER – I

Sr. No.	Category	Subject Code	Title	Teaching Hours Per Week			Credits	Examination		
				L	T	P		C	IA	ESE
1	CC	BHMC- 111	Foundation Course in Food Production- I	2	-	-	2	40	60	100
2	CC	BHMC- 112	Foundation Course in Food & Beverage Service- I	2	-	-	2	40	60	100
3	CC	BHMC- 113	Foundation Course in Accommodation Operations- I	2	-	-	2	40	60	100
4	CC	BHMC- 114	Foundation Course in Front Office- I	2	-	-	2	40	60	100
5	FC	HS- 111	Communication Skills	3	-	-	3	40	60	100
6	MC	ENV- 101	Introduction to Environmental Sciences	2	1	-	3	40	60	100
Labs:										
1	CC	BHMC- 111 P	Foundation Course in Food Production Lab- I	-	-	8	4	40	60	100
2	CC	BHMC- 112 P	Foundation Course in Food & Beverage Service Lab- I	-	-	4	2	40	60	100
3	CC	BHMC- 113 P	Foundation Course in Accommodation Operations Lab- I	-	-	2	1	40	60	100
4	CC	BHMC- 114 P	Foundation Course in Front Office Lab- I	-	-	2	1	40	60	100
5	CC	BHMC- 115 P	I.T. in Hotel Lab	-	-	2	1	20	30	50
6	FC	HS- 111 P	Communication Skills Lab	-	-	2	1	20	30	50
Total				13	01	20	24			

Legend:	L – Lecture	ESE- End Semester Examination
	P – Practical	CC- Core Course
	IA - Internal Assessment	FC- Foundation Course
	C- Credits	MC- Mandatory Course
	T- Tutorial	


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MANAGEMENT & CATERING TECHNOLOGY/ B.SC. IN HOTEL MANAGEMENT & CATERING TECHNOLOGY/
BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY**

SEMESTER – II

Sr. No.	Category	Subject Code	Title	Teaching Hours Per Week			Credits	Examination		
				L	T	P		C	IA	ESE
1	CC	BHMC- 211	Foundation Course in Food Production- II	2	-	-	2	40	60	100
2	CC	BHMC- 212	Foundation Course in Food & Beverage Service- II	2	-	-	2	40	60	100
3	CC	BHMC- 213	Foundation Course in Accommodation Operations-II	2	-	-	2	40	60	100
4	CC	BHMC- 214	Foundation Course in Front Office- II	2	-	-	2	40	60	100
5	MC	UHV-111	Universal Human Values and Awareness about Himachal Pradesh	3	-	-	3	40	60	100

Labs:

1	CC	BHMC- 211 P	Foundation Course in Food Production Lab- II	-	-	8	4	40	60	100
2	CC	BHMC- 212 P	Foundation Course in Food & Beverage Service Lab- II	-	-	4	2	40	60	100
3	CC	BHMC- 213 P	Foundation Course in Accommodation Operations Lab- II	-	-	2	1	40	60	100
4	CC	BHMC- 214 P	Foundation Course in Front Office Lab- II	-	-	2	1	40	60	100
5	MC	HS- 122 P	Holistic Health & Yoga	-	-	2	1	20	30	50
Total				11	-	18	20			

Legend:	L – Lecture	ESE - End Semester Examination
	P – Practical	CC - Core Course
	IA - Internal Assessment	MC - Mandatory Course
	C - Credits	T - Tutorial


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DIPLOMA IN HOTEL MANAGEMENT & CATERING TECHNOLOGY/ B.SC. IN HOTELMANAGEMENT & CATERING TECHNOLOGY/ BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

SEMESTER – III

Sr. No.	Category	Subject Code	Title	Teaching Hours Per Week			Credits	Examination		
				L	T	P		C	IA	ESE
1	CC	BHMC- 311	Industrial Training Report		-	16	8	-	-	200
2	CC	BHMC- 312	Industrial Training Logbook	-	-	6	3	-	-	50
3	CC	BHMC- 313	Presentation & Viva-Voce	6	-	-	6	-	-	150
Total				06	-	22	17	-	-	400

Note:- During 3rd semester training, faculty is assigned for monitoring and entitled for 50% credits.

Legend:	L – Lecture	C- Credits
	P – Practical	ESE- End Semester Examination
	IA - Internal Assessment	CC- Core Course
	T- Tutorial	

DIPLOMA IN HOTEL MANAGEMENT & CATERING TECHNOLOGY/ B.SC. IN HOTELMANAGEMENT & CATERING TECHNOLOGY/ BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

SEMESTER – IV

Sr. No.	Category	Subject Code	Title	Teaching Hours Per Week			Credits	Examination		
				L	T	P		C	IA	ESE
1	CC	BHMC- 411	Food Production Operations	3	-	-	3	40	60	100
2	CC	BHMC- 412	Food & Beverage Operations	3	-	-	3	40	60	100
3	CC	BHMC- 413	Accommodation Operations	3	-	-	3	40	60	100
4	CC	BHMC- 414	Front Office Operations	3	-	-	3	40	60	100
5	CC	BHMC- 415	Tourism Concepts	2	-	-	2	40	60	100
6	MC	IKS- 411	Indian Knowledge System	2	-	-	2	40	60	100
Labs:										
1	CC	BHMC- 411 P	Food Production Operations Lab	-	-	8	4	40	60	100
2	CC	BHMC- 412 P	Food & Beverage Operations Lab	-	-	4	2	40	60	100
3	CC	BHMC- 413 P	Accommodation Operations Lab	-	-	2	1	40	60	100
4	CC	BHMC- 414 P	Front Office Operations Lab	-	-	2	1	40	60	100
Total				16	-	16	24			

Legend:	L – Lecture	C- Credits
	P – Practical	ESE- End Semester Examination
	IA - Internal Assessment	CC- Core Course
	T- Tutorial	MC – Mandatory Course


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SEMESTER – V

Sr. No.	Category	Subject Code	Title	Teaching Hours Per Week			Credits	Examination		
				L	T	P		C	IA	ESE
1	CC	BHMC- 511	Advance Food Production Operations- I	3	-	-	3	40	60	100
2	CC	BHMC- 512	Advance Food & Beverage Service-I	3	-	-	3	40	60	100
3	CC	BHMC- 513	Front Office Management- I	3	-	-	3	40	60	100
4	CC	BHMC- 514	Accommodation Management- I	3	-	-	3	40	60	100
5	MC	BHMC- 515	Personality Development & Soft Skills	2	-	-	2	40	60	100
6	MC	BHMC- 516	Spa Management	2	-	-	2	40	60	100
7	MC	BHMC- 517	Introduction to Cruise Line Operations	2	-	-	2	40	60	100
8	PE	-	Program Elective- I	3	-	-	3	40	60	100

Labs:

1	CC	BHMC-511 P	Advance Food Production Operations Lab- I	-	-	4	2	40	60	100
2	CC	BHMC-512 P	Advance Food & Beverage Service Lab-I	-	-	4	2	40	60	100
3	CC	BHMC-513 P	Front Office Management Lab- I	-	-	2	1	40	60	100
4	CC	BHMC-514 P	Accommodation Management Lab- I	-	-	2	1	40	60	100
Total				21	-	12	27			

Program Elective- I

Sr. No.	Category	Subject Code	Title	Teaching Hours Per Week			Credits	Examination		
				L	T	P		C	IA	ESE
1	PE	BHMC- 518	Management Practices and Organizational Behaviour	3	-	-	3	40	60	100
2	PE	BHMC- 519	Financial Management	3	-	-	3	40	60	100

Legend:	L – Lecture	C - Credits
	P – Practical	ESE - End Semester Examination
	IA – Internal Assessment	CC - Core Course
	T - Tutorial	PE - Program Elective
	MC - Mandatory Course	


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SEMESTER – VI

Sr. No.	Category	Subject Code	Title	Teaching Hours Per Week			Credits	Examination		
				L	T	P		C	IA	ESE
1	CC	BHMC- 611	Advance Food Production Operations-II	3	-	-	3	40	60	100
2	CC	BHMC- 612	Advance Food & Beverage Service-II	3	-	-	3	40	60	100
3	CC	BHMC- 613	Front Office Management- II	3	-	-	3	40	60	100
4	CC	BHMC- 614	Accommodation Management- II	3	-	-	3	40	60	100
5	MC	BHMC- 615	Food Photography & Food Journalism	2	-	-	2	40	60	100
6	PE	-	Program Elective-II	3	-	-	3	40	60	100
7	OE	-	Open Elective	3	-	-	3	40	60	100

Labs:

1	CC	BHMC-611 P	Advance Food Production Operations Lab- II	-	-	4	2	40	60	100
2	CC	BHMC-612 P	Advance Food & Beverage Service Lab-II	-	-	4	2	40	60	100
3	CC	BHMC-613 P	Front Office Management Lab- II	-	-	2	1	40	60	100
4	CC	BHMC-614 P	Accommodation Management Lab- II	-	-	2	1	40	60	100
Total				20	-	12	26			

Program Elective-II

Sr. No.	Category	Subject Code	Title	Teaching Hours Per Week			Credits	Examination		
				L	T	P		C	IA	ESE
1	PE	BHMC- 616	Strategic Management	3	-	-	3	40	60	100
2	PE	BHMC- 617	Marketing Management	3	-	-	3	40	60	100

Open Elective

Sr. No.	Category	Subject Code	Title	Teaching Hours Per Week			Credits	Examination		
				L	T	P		C	IA	ESE
1	OE	BHMC- 618 (i)	Resort Management	3	-	-	3	40	60	100
2	OE	BHMC- 618 (ii)	Cruise Line Management	3	-	-	3	40	60	100

Legend:	L – Lecture	C - Credits
	P – Practical	ESE - End Semester Examination
	IA - Internal Assessment	CC - Core Course
	T - Tutorial	PE - Program Elective
	MC - Mandatory Course	OE - Open Elective


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BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

SEMESTER – VII

Sr. No.	Category	Subject Code	Title	Teaching Hours Per Week			Credits	Examination		
				L	T	P		C	IA	ESE
1	MC	BHMC- 711	Research & Project Presentation	4	-	2	5	50	100	150
2	MC	BHMC- 712	Entrepreneurship Skill and Development	2	-	-	2	40	60	100
3	MC	BHMC- 713	Hospitality Sales & Marketing	2	-	-	2	40	60	100
Choose any one from the following specializations i.e. F&B Management or Room Division										
Specialization-I F&B Management										
4	CC	BHMC-714	Food Production	3	-	-	3	40	60	100
5	CC	BHMC-715	Food & Beverage Service	3	-	-	3	40	60	100
OR										
Specialization-II Room Division										
6	CC	BHMC-716	Front Office	3	-	-	3	40	60	100
7	CC	BHMC-717	Accommodation Operation	3	-	-	3	40	60	100
8	PE	-	Program Elective-III	3	-	-	3	40	60	100
Labs: Specialization (Same as theory subjects)										
Specialization-I F&B Management										
9	CC	BHMC-714 P	Food Production Labs	-	-	4	2	40	60	100
10	CC	BHMC-715 P	Food & Beverage Service Labs	-	-	4	2	40	60	100
Specialization-II Room Division										
11	CC	BHMC-716 P	Front Office Labs	-	-	4	2	40	60	100
12	CC	BHMC-717 P	Accommodation Operations Lab	-	-	4	2	40	60	100
			Total	17	-	10	22			

Program Elective- III

Sr. No.	Category	Subject Code	Title	Teaching Hours Per Week			Credits	Examination		
				L	T	P		C	IA	ESE
1	PE	BHMC- 718	Principles of Management	3	-	-	3	40	60	100
2	PE	BHMC- 719	Principles of Marketing	3	-	-	3	40	60	100

Legend:	L – Lecture	C- Credits
	P – Practical	ESE- End Semester Examination
	IA - Internal Assessment	CC- Core Course
	T- Tutorial	PE- Program Elective
	MC- Mandatory Course	


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BACHELOR IN HOTEL MANAGEMENT & CATERING TECHNOLOGY

SEMESTER – VIII

Sr. No.	Category	Subject Code	Title	Teaching Hours Per Week			Credits	Examination		
				L	T	P	C	IA	ESE	Total
1	CC	BHMC- 801	Specialized Hospitality Training	-	-	20	10	-	100	100
2	CC	BHMC- 802	Training Report on 'Emerging Trends in Hospitality Industry'	7	-	-	7	-	100	100
Total				07	-	20	17	-	-	-

Note:- During 8th semester training, faculty is assigned for monitoring and entitled for 50% credits.

Legend:	L – Lecture	C- Credits
	P – Practical	ESE- End Semester Examination
	IA - Internal Assessment	CC- Core Course
	T- Tutorial	


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SEMESTER- I

BHMC- 111 FOUNDATION COURSE IN FOOD PRODUCTION-I							
Teaching Scheme			Credit	Marks Distribution			Duration of End Semester Examination
L	T	P	C	Internal Assessment	End Semester Examination	Total	
2	0	0	2	Maximum Marks: 40 Minimum Marks: 16	Maximum Marks: 60 Minimum Marks: 24	100 40	3 Hours

Guidelines for setting Question Paper: Question paper of end semester examination will be of 60 marks. The question paper will consist of five sections A, B, C, D and E. Sections A, B, C and D will have 2 questions of 10 marks each and section E has short answer type questions consisting of ten parts of 02 marks each. The candidates will attempt five questions in all, i.e. one question each from sections A, B, C, D and the compulsory question from section E. In the question paper, the questions available in sections A, B, C and D will be covered from Unit- I, Unit- II, Unit- III and Unit- IV respectively and Section-E will cover the whole syllabus.

Course Objective (CO's)

To understand the basic knowledge of cooking to the beginners. They will get versed with meaning, aims, objectives, kitchen organization structure, different kinds of ingredients, techniques of pre-preparation and cooking, knowledge of various cuts of vegetables, and food microbiology.

Course Contents:

Unit I	08 Lectures
<p>Introduction to the art of cookery</p> <ul style="list-style-type: none"> • Culinary history: development of the culinary art from the middle ages to modern cookery • Modern hotel kitchen: features and functions • Indian regional cuisine: diversity and key ingredients • Brief introduction about popular international cuisine (French, Italian, & Chinese) • Aims & objectives of cooking food • Foundation ingredients with their properties: meaning and the role of heat in carbohydrates, fats, proteins, minerals, and vitamins. • Fats and oils: definition, examples, qualities for shortenings, commonly used fats and oils, sources, and uses. • Eggs: uses of eggs in cooking, characteristics of fresh eggs, deterioration of eggs, and proper storage methods. • Salts: various uses of salts in cooking. • Definition of flavoring, seasoning, sweetening & thickening agents 	
Unit II	08 Lectures
<p>Preparation of ingredients</p> <ul style="list-style-type: none"> • Techniques for preparing ingredients: washing, peeling, scraping, and paring • Cutting techniques: understanding terms used in vegetable cuts, such as julienne, brunoise, macedoine, jardinière, and paysanne. • Methods for processing ingredients: grinding, mashing, sieving, milling <p>Methods of cooking food</p> <p>Cooking techniques: boiling, poaching, stewing, braising, steaming, baking, roasting, grilling, frying, paper bag, microwave, pot roasting, with explanations and examples.</p>	


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Unit III	08 Lectures
Kitchen organization and equipment	
<ul style="list-style-type: none"> • Types and sections of kitchen: quality kitchen and quantity kitchen; various sections of kitchen. • Kitchen organization: organization: attributes & grooming of kitchen staff, roles and responsibilities of staff in different kitchen areas. • Types of kitchen equipment: overview of different kitchen equipment, their uses, and maintenance. • Cooking fuels: uses and advantages of different types of cooking fuels. 	
Unit IV	08 Lectures
Introduction to food microbiology	
<ul style="list-style-type: none"> • Study of microorganisms and their significance in various fields. • The classification of microbes includes fungi, bacteria, yeast, and mold, each with their unique characteristics. • The unit on the effect of heating explores the growth curve of microbial cells, thermal death time, pasteurization, sterilization, and heat resistance of microorganisms. • Food production based on microbiology involves small-scale fermentation processes for popular dishes like idli, dhokla, naan, bhaturas, yogurt, and pickles. • Contamination of cereals and cereal products. 	

Course Learning Outcomes (CLO's)/ Course Outcomes (CO's)

The learning objectives of a foundation course in food production may vary depending on the specific institution or program. The specific learning objectives may vary depending on the following:

1. Develop fundamental culinary techniques, such as knife skills, cooking methods (grilling, roasting, sautéing, etc.), and food preparation.
2. Learn about various ingredients, their characteristics, and how to handle and store them properly.
3. Interpret recipes, measure ingredients accurately, and execute cooking techniques to produce a wide range of dishes.
4. Understand the importance of quality control in food production, ensuring consistency and excellence in dishes.

Suggestive Reading:

1. **Theory of Cookery** – Krishna Arora.
2. **Modern Cookery** – Thangam Philip.
3. **Larousse Gastronomique** – Montagne
4. **Professional Chef** – Arvind Saraswat.

Further References:

1. <https://www.ihmnotessite.net/food-production>
2. <https://hmhub.in/1st-sem-food-production-notes/>
3. <https://epgp.inflibnet.ac.in/Home/ViewSubject?catid=Cdnwi2LUCCLzrJZ76d/o1A==>



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Sample Question Paper for End Semester Examination

Roll No:.....

Total Pages.....

Semester 1 (NEP)
BHMCT Examination
Foundation Course in Food Production- I
BHMC- 111

Time: 3 Hours

Max. Marks: 60

The candidates shall limit their answers precisely within the answer book (40 pages) issued to them and no supplementary/continuation sheet will be issued.

Note: Attempt five questions in all by selecting one question from each section A, B, C and D. Section-E is compulsory.

SECTION – A

(1x10 or 5,5)

1. Describe all the food production areas of a five-star hotel? (10)
2. Discuss the diversity of Indian regional cuisine. What are some key ingredients commonly found in different regional dishes? (10)

SECTION – B

(1x10 or 5,5)

3. Define the terms julienne, brunoise, macedoine, jardinière, and paysanne. How do these vegetable cuts differ from each other? (10)
4. Discuss the various cooking techniques such as boiling, poaching, stewing, and braising. Provide examples of dishes that utilize each of these methods. (10)

SECTION – C

(1x10 or 5,5)

5. Differentiate between a quality kitchen and a quantity kitchen. What are the various sections typically found in each type of kitchen? (10)
6. What are the attributes and grooming standards expected of kitchen staff? How do these attributes contribute to the overall efficiency and professionalism of a kitchen? (10)

SECTION – D

(1x10 or 5,5)

7. Write short notes on the following:
 - a) Growth curve of microbial cells (05)
 - b) Thermal death time (05)
8. What is the significance of studying microorganisms in the field of food microbiology? How do fungi, bacteria, yeast, and mold differ in their characteristics? (10)

SECTION – E (Compulsory)

(10x2=20 or 4x5=20)

9. Answer the following question in short:
 - a) Role of heat at carbohydrate (02)
 - b) Pasteurization (02)
 - c) Sterilization (02)
 - d) Storage method of egg (02)
 - e) Shortenings (02)
 - f) Thickening Agents (02)
 - g) Sweetening (02)
 - h) Seasoning (02)
 - i) Flavorings (02)
 - j) Mashing (02)


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BHMC- 112 FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE-I

Teaching Scheme			Credit	Marks Distribution			Duration of End Semester Examination
L	T	P		Internal Assessment	End Semester Examination	Total	
2	0	0	2	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours
				Minimum Marks: 16	Minimum Marks: 24	40	

Guidelines for setting Question Paper: Question paper of end semester examination will be of 60 marks. The question paper will consist of five sections A, B, C, D and E. Sections A, B, C and D will have 2 questions of 10 marks each and section E has short answer type questions consisting of ten parts of 02 marks each. The candidates will attempt five questions in all, i.e. one question each from sections A, B, C, D and the compulsory question from section E. In the question paper, the questions available in sections A, B, C and D will be covered from Unit- I, Unit- II, Unit- III and Unit-IV respectively and Section-E will cover the whole syllabus.

Course Objective (CO's)

The course aims to provide students with a comprehensive understanding of food service principles, functions, and procedures, with a particular focus on various meal planning techniques. It is designed to equip students with the knowledge and skills required to work in the food service industry, such as restaurants, hotels, catering companies, and other hospitality establishments.

Course Contents:

Unit I	08 Lectures
<p>Introduction to the food and beverage service industry</p> <ul style="list-style-type: none"> • The evolution of catering industry • Scope for caterers in the industry • Types/ sectors of catering establishments <p>Food and beverage service areas in a hotel</p> <ul style="list-style-type: none"> • Front/public area: restaurant and their subdivisions, coffee shop, room service, bars, banquets, discotheques, grill room, snack bar, executive lounges, business centers and night club. • Back areas: still room, wash-up, hot-plate, plate room, kitchen stewarding. 	
Unit II	07 Lectures
<p>Food and beverage equipment:</p> <ul style="list-style-type: none"> • Operating equipment, • Criteria for selection quantity and types of equipments • Maintenance of equipment. 	
Unit III	08 Lectures
<p>Food and beverage service organization:</p> <ul style="list-style-type: none"> • Staff organization chart/hierarchy. • Duties & responsibilities of the service staff – brief introduction of job descriptions and job specifications. • Attributes of food and beverage service staff (personal hygiene, punctuality, personality attitude towards guests, appearance, salesmanship, sense of urgency, and eye for detail) • Inter-departmental relationship 	
Unit IV	07 Lectures
<p>Types of meals:</p> <ul style="list-style-type: none"> • Breakfast, brunch, lunch, hi- tea, supper, dinner, elevenses, and others. 	


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Course Learning Outcomes (CLO's)/ Course Outcomes (CO's)

The course learning objectives for a Foundation Course in Food & Beverage Service are designed to provide students with a fundamental understanding of the key principles, skills, and knowledge required to excel in the food and beverage service industry. The specific learning objectives may vary depending on following:

1. Gain an overview of the hospitality industry, its history, evolution, and the significance of food and beverage service in the overall guest experience.
2. Learn about different types of F&B establishments (e.g., restaurants, cafes, hotels) and their operational structures, including front-of-house and back-of-house functions.
3. Develop excellent communication, interpersonal, and customer service skills to effectively interact with guests, handle complaints, and create a positive dining experience.
4. Understand the components of various types of meals.
5. Learn proper table settings, napkin folding.

Suggestive Reading:

1. **Food & Beverage service** – Denis Lillicrap.
2. **Food & Beverage Service** – Vijay Dhawan.
3. **Food & beverage Service**- Rao J. Suhas.

Further References:

1. <https://www.ihmnotessite.net/food-beverage>
2. <https://hmhub.in/1st-sem-f-b-service-notes/>
3. <https://epgp.inflibnet.ac.in/Home/ViewSubject?catid=Cdnwi2LUCCLzrJZ76d/o1A==>


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Sample Question Paper for End Semester Examination

Roll No:.....

Total Pages.....

Semester 1 (NEP)
Foundation Course in Food and Beverage Service-I
BHMC- 112

Time: 3 Hours

Max. Marks: 60

The candidates shall limit their answers precisely within the answer book (40 pages) issued to them and no supplementary/continuation sheet will be issued.

Note: Attempt five questions in all by selecting one question from each section A, B, C and D. Section-E is compulsory.

SECTION – A

(1x10 or 5,5)

1. Describe all the food and beverage service areas of a five-star hotel. (10)
2. Write a detailed note on different types of catering establishments. (10)

SECTION – B

(1x10 or 5,5)

3. Enlist all the factors to be considered while selecting equipments. (10)
4. Draw the labelled diagram of 'dummy waiter. Explain it briefly. (10)

SECTION – C

(1x10 or 5,5)

5. Discuss briefly the attributes of waiter. (10)
6. Who is Maître d' Hotel? Discuss the duties and responsibilities of F&B Manager. (10)

SECTION – D

(1x10 or 5,5)

7. Write short notes on the following:
 - a) American breakfast (05)
 - b) Indian Breakfast. (05)
8. What are Continental and American Breakfast? Discuss their cover and service. (10)

SECTION – E (Compulsory)

(10x2=20 or 4x5=20)

9. Answer the following question in short:
 - a) Still Room (02)
 - b) Different meals with their timings (02)
 - c) Kiosk (02)
 - d) High Ball (02)
 - e) Collins (02)
 - f) Water Goblet (02)
 - g) Types of linen used in F&B service (02)
 - h) Welfare Catering (02)
 - i) Hot Plate (02)
 - j) QSR (02)


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BHMC- 113 FOUNDATION COURSE IN ACCOMMODATION OPERATION-I							
Teaching Scheme			Credit	Marks Distribution			Duration of End Semester Examination
L	T	P		C	Internal Assessment	End Semester Examination	
2	0	0	2	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours
				Minimum Marks: 16	Minimum Marks: 24	40	

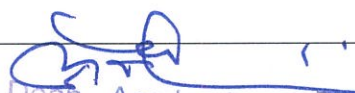
Guidelines for setting Question Paper: Question paper of end semester examination will be of 60 marks. The question paper will consist of five sections A, B, C, D and E. Sections A, B, C and D will have 2 questions of 10 marks each and section E has short answer type questions consisting of ten parts of 02 marks each. The candidates will attempt five questions in all, i.e. one question each from sections A, B, C, D and the compulsory question from section E. In the question paper, the questions available in sections A, B, C and D will be covered from Unit- I, Unit- II, Unit- III and Unit- IV respectively and Section-E will cover the whole syllabus.

Course Objective (CO's)

To familiarize students with the organization of housekeeping, its systems and functions. A blend of theory and practical will be used to develop sensitivity and high work ethics towards guest care and cleanliness.

Course Contents:

Unit I	08 Lectures
Introduction to the housekeeping department <ul style="list-style-type: none"> • Definition & importance of the housekeeping department • Role of housekeeping in the hospitality industry, • Organizational chart of housekeeping department • Attributes & grooming of housekeeping staff • Job description & job specification of housekeeping staff • Executive housekeeper, deputy executive housekeeper, • Floor supervisor, public area supervisor, • Night supervisor, room attendant, • Houseman, head gardener 	
Unit II	07 Lectures
Planning work of housekeeping department: <ul style="list-style-type: none"> • Identifying housekeeping department tasks • Briefing & debriefing procedures • Duty rota & work schedule • Control desk: importance, role, and coordination • Files & formats used in the housekeeping department 	
Unit III	08 Lectures
Hotel guest room: <ul style="list-style-type: none"> • Types of rooms: definition (single, double, twin, suite) • Standard layout of guest rooms • Difference between smoking & non-smoking rooms • Guest supplies/amenities in a guest room • Layout of the corridor & floor pantry 	



Unit IV	08 Lectures
Cleaning equipments: <ul style="list-style-type: none"> • Cleaning equipment: classification and types, including mops, dusters, pushers, mechanical squeeze, vacuum cleaner, shampooing machine • Care and uses of cleaning equipment 	

Course Learning Outcomes (CLO's)/ Course Outcomes (CO's)

The course learning objectives for a Foundation course in Accommodation Operation are typically designed to provide students with a comprehensive understanding of the fundamental principles and practical aspects involved in managing and operating various types of accommodation establishments, such as hotels, resorts, and lodges. The specific learning objectives may vary depending on following:

1. Differentiate between various types of accommodation establishments and their classification based on amenities, services, and target markets.
2. Develop skills in effective communication with guests and handling their inquiries, complaints, and special requests.
3. Learn about housekeeping procedures, room cleaning standards, and maintenance practices to ensure guest comfort and satisfaction.

Suggestive Reading:

1. **Hotel Housekeeping Training Manual** – Sudhir Andrews.
2. **Housekeeping for Hotels, Hostels and Hospitals** – Grace Brigham.
3. **Hotel Hostel and Hospital Housekeeping** – Joan C Branson & Margaret Lennox(ELST).
4. **Managing Housekeeping Operations** – Margaret Kappa & Aleta Nitschke.
5. **Hotel House Keeping** – Sudhir Andrews (Tata McGraw Hill).
6. **The Professional Housekeeper** – Tucker Schneider, VNR.

Further Reading:

1. <https://www.ihmnotessite.net/accomodation>
2. <https://hmhub.in/1st-sem-accommodation-operation-notes/>
3. <https://epgp.inflibnet.ac.in/Home/ViewSubject?catid=Cdnwi2LUCCLzrJZ76d/o1A==>



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Sample Question Paper for End Semester Examination

Roll No:.....

Total Pages.....

Semester 1 (NEP)
Foundation Course in Accommodation Operation- I
BHMC- 113

Time: 3 Hours

Max. Marks: 60

The candidates shall limit their answers precisely within the answer book (40 pages) issued to them and no supplementary/continuation sheet will be issued.

Note: Attempt five questions in all by selecting one question from each section A, B, C and D. Section-E is compulsory.

SECTION – A

(1x10 or 5,5)

1. Define the housekeeping department and explain its importance in the hospitality industry? (10)
2. Illustrate the organizational chart of a housekeeping department. (10)

SECTION – B

(1x10 or 5,5)

3. What are the daily, weekly, and periodic tasks carried out by the housekeeping team? (10)
4. Explain the importance of a duty rota and work schedule in the housekeeping department. (10)

SECTION – C

(1x10 or 5,5)

5. Describe the standard layout of a guest room. (10)
6. List and explain the guest supplies and amenities typically found in a guest room. (10)

SECTION – D

(1x10 or 5,5)

7. Write short notes on the following:
 - a) Consequences of neglecting equipment care (05)
 - b) Compare smoking and non-smoking rooms (05)
8. Classify and describe different types of cleaning equipment used in housekeeping. (10)

SECTION – E (Compulsory)

(10x2=20 or 4x5=20)

9. Answer the following question in short:
 - a) Double Room (02)
 - b) Lenai Room (02)
 - c) Full form of this term OOO (02)
 - d) Guest Supplies (02)
 - e) Guest Loan Item (02)
 - f) Main use of a vacuum cleaner in housekeeping? (02)
 - g) Suite Room (02)
 - h) Deluxe Room (02)
 - i) Flavorings (02)
 - j) Mashing (02)


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BHMC- 114 FOUNDATION COURSE IN FRONT OFFICE- I

Teaching Scheme			Credit	Marks Distribution			Duration of End Semester Examination
L	T	P		Internal Assessment	End Semester Examination	Total	
2	0	0	2	Maximum Marks: 40 Minimum Marks: 16	Maximum Marks: 60 Minimum Marks: 24	100 40	3 Hours

Guidelines for setting Question Paper: Question paper of end semester examination will be of 60 marks. The question paper will consist of five sections A, B, C, D and E. Sections A, B, C and D will have 2 questions of 10 marks each and section E has short answer type questions consisting of ten parts of 02 marks each. The candidates will attempt five questions in all, i.e. one question each from sections A, B, C, D and the compulsory question from section E. In the question paper, the questions available in sections A, B, C and D will be covered from Unit- I, Unit- II, Unit- III and Unit- IV respectively and Section-E will cover the whole syllabus.

Course Objective (CO's)

To achieve the objectives of familiarizing students with the various functions of the front office and developing work ethics towards customer care and satisfaction, a well-rounded course can be designed with a focus on theory, practical skills, and hands-on experience.

Course Contents:

Unit I	08 Lectures
The hospitality industry: <ul style="list-style-type: none"> • History and development of lodging industry – international • History and development of lodging industry – India • Defining the term – hotel; reasons for travel. Organizational structure of hotels: <ul style="list-style-type: none"> • Small, medium, & large 	
Unit II	06 Lectures
Classification of hotels: <ul style="list-style-type: none"> • Based on size • Location • Length of stay • Levels of service • Ownerships and affiliations • Referral hotels • Franchise and management contracts • Chain hotels 	
Unit III	06 Lectures
Front office layout: <ul style="list-style-type: none"> • Basic layout and design Front office personnel: <ul style="list-style-type: none"> • Grooming and attributes and salesmanship • Job descriptions and job specifications of front office personnel • Work schedules 	
Unit IV	08 Lectures
Front office operations: <ul style="list-style-type: none"> • The front desk- equipments in use • The guest room- types and status terminology 	


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- Key controls

Tariff/room rate:

- Definition
- Types of rack rates (plans, discount rate, hotel day rates, package/plan)

Key terms:

- Overbooking, upselling, no show, walk- in guest, scanty baggage, stay-over, over-stay, under- stay, early arrival, turn-away, time limit, etc

Course Learning Outcomes (CLO's)/ Course Outcomes (CO's)

The Foundation course in Front Office is designed to equip students with the fundamental knowledge and skills necessary to excel in front office operations within the hospitality industry. The course aims to achieve several learning objectives, including:

1. Students will learn about the role and importance of the front office in hotels, resorts, and other hospitality establishments. They will gain insights into various functions, responsibilities, and day-to-day tasks of front office personnel.
2. The course aims to develop strong customer service skills among students. This includes learning how to handle guest inquiries, complaints, and requests professionally and efficiently to ensure a positive guest experience.
3. Effective communication is crucial in front office operations. Students will be trained in verbal and written communication techniques to interact with guests, colleagues, and management effectively.
4. Front office staff need to work cohesively with other departments. This objective focuses on developing teamwork and collaboration skills.
5. Students will learn how to manage their time efficiently, handle multiple tasks simultaneously, and prioritize their workload effectively.

Suggestive Reading:

1. **Front Office Training Manual** – Sudhir Andrews.
2. **Managing Front Office Operations** – Kasavana & Brooks.
3. **Front Office – Operations and Management** – Ahmed Ismail (Thomson Delmar).
4. **Managing Computers in Hospitality Industry** – Michael Kasavana & Cahell.
5. **Front Office Operations** – Colin Dix & Chris Baird.

Further Reading:

1. <https://www.ihmnotessite.net/front-office>
2. <https://hmhub.in/1st-sem-front-office-notes/>
3. <https://epgp.inflibnet.ac.in/Home/ViewSubject?catid=Cdnwi2LUCCLzrJZ76d/o1A==>


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Sample Question Paper for End Semester Examination

Roll No:.....

Total Pages.....

Semester 1 (NEP)
BHMCT Examination
Foundation Course in Front Office- I
BHMC- 114

Time: 3 Hours

Max. Marks: 60

The candidates shall limit their answers precisely within the answer book (40 pages) issued to them and no supplementary/continuation sheet will be issued.

Note: Attempt five questions in all by selecting one question from each section A, B, C and D. Section-E is compulsory.

SECTION – A

(1x10 or 5,5)

1. Draw the organization chart of front office department and write the duties and responsibilities of a front desk agent. (10)
2. Draw the layout of front office department and indicate the location of various sections of front office department. (10)

SECTION – B

(1x10 or 5,5)

3. Define the term bell desk and give step-by-step procedure for left luggage handling. (10)
4. Explain the various functions of bell desk area (any ten) (10)

SECTION – C

(1x10 or 5,5)

5. Trace the history of hotel industry. Enlist the name, year of foundation, parent company and product line of five Indian and five international hotel chains. (10)
6. Define the term hotel and classify it on different basis. Also give the single and double room sizes of star categorized hotels. (10)

SECTION – D

(1x10 or 5,5)

7. Define the term inn. Give any eight examples of supplementary accommodation and explain each briefly. (10)
8. Define the term movement list and give step-by-step procedure for check-in of a guest. (10)

SECTION – E (Compulsory)

(10x2=20 or 4x5=20)

9. Answer the following question in short:
 - a) Skipper (02)
 - b) Reception (02)
 - c) Doorman (02)
 - d) Left luggage (02)
 - e) Card key (02)
 - f) Chalet (02)
 - g) Cashier (02)
 - h) Bell desk (02)
 - i) Electronic keys (02)
 - j) Small hotel (02)


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HS- 111 COMMUNICATION SKILLS							
Teaching Scheme			Credit	Marks Distribution			Duration of End Semester Examination
L	T	P		C	Internal Assessment	End Semester Examination	
3	0	0	3	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours
				Minimum Marks: 16	Minimum Marks: 24	40	

Guidelines for setting Question Paper: Question paper of end semester examination will be of 60 marks. The question paper will consist of five sections A, B, C, D and E. Sections A, B, C and D will have 2 questions of 10 marks each and section E has short answer type questions consisting of ten parts of 02 marks each. The candidates will attempt five questions in all, i.e. one question each from sections A, B, C, D and the compulsory question from section E. In the question paper, the questions available in sections A, B, C and D will be covered from Unit- I, Unit- II, Unit- III and Unit- IV respectively and Section-E will cover the whole syllabus.

Course Objective (CO's)

The main objective of this course is to identify deviant use of English both in written and spoken forms and understand the importance of writing in academic life. It reorganizes and correct the errors of usage to write simple sentences without committing errors of spelling and grammar and to understand and appreciate English spoken by people from different regions.

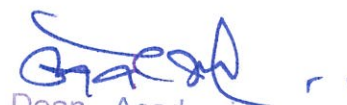
Course Contents:

Unit I	09 Lectures
Essentials of communication: meaning, types & process of communication, barriers to communication and removal of these barriers, Shannon & weaver model of communication, Berol's' model of communication, the seven cs of effective communication - completeness, conciseness, consideration, concreteness, clarity, courtesy, correctness, types of information- order, advise, suggestion, motivation, persuasion, warning and education. Mass communication –function of mass communication – media of mass communication, advantages and disadvantages of social media.	
Unit II	09 Lectures
Essentials of grammar: types of sentences: declarative sentence, imperative sentence, interrogative sentence, exclamatory sentence, simple, compound & complex sentences, conversion of one type of sentence into other, parts of speech, tenses, articles and prepositions, model auxiliaries types of diction, ways to improve diction, paragraph writing.	
Unit III	09 Lectures
Technical communication: report writing characteristics of a good report, parts & types of reports, drafting of reports. Business letters: planning a business letter, parts of a letter, classification of business letters – inviting and sending quotations, letter placing orders, letter of complaint, letter of adjustment, and letter of job, letter negotiating a job offer and resume writing, drafting memorandum, notices, agenda and minutes of meeting, preparing effective e-mail messages and power-point presentations	
Unit IV	09 Lectures
Soft skills & personality development: soft skills: classification of soft skills, delivering effective presentations, capturing audience, impromptu speech, speech initiators, telephone etiquette - good practice when making and receiving a call; becoming a good leader and team-player, personal swot analysis., body language, types of interviews, preparing for a job interview, strategies for managing emotions & controlling stress	

Course Learning Outcomes (CLO's)/ Course Outcomes (CO's)

The students will be able to

- Develop knowledge, skills, and judgment around human communication that facilitate their ability to work collaboratively with others.
- Understand and practice different techniques of communication.



- Practice and adhere to the 7Cs of Communication.
- Familiarize with different types of Communication. Understand and practice Interview Etiquettes.

Suggestive Reading:

1. Communication Skills, Sanjay Kumar and Pushp Lata, Oxford University Press.
2. Effective Communication and soft Skills, Nitin Bhatnagar and Mamta Bhatnagar, Pearson Publication.
3. Communicative English for Engineers and professionals, Nitin Bhatnagar and Mamta Bhatnagar, Pearson Publication.
4. Personality and Soft Skills by B. K. Mitra Oxford press.
5. An Introduction to Professional English and Soft Skills: by Bikram K. Das, Kalyani Samantray, Cambridge Press.
6. Business correspondence and Report Writing: by R. C. Sharma & Krishna Mohan

Further Reading:

1. Business Communication: Theory and Application by R.W. Lesikar and John. D. Pettit , All India Traveller Bookseller.
2. Speaking and Writing for Effective Business Communication by Francis Soundaraj Macmillan.
3. Understanding Human Communication by Ronald B. Adler and George Rodman Oxford University Press: New York.
4. Communication Skills and soft skills- An integrated approach, Kumar, Pearson Publication
5. K.K. Sinha, Business Communication, Galgotia Publishing Company, New Delhi, 1999.
6. R.K. Bansal & J.B. Harrison, spoken English for India, Orient Longman.
7. An Introduction to Linguistics: Language, Grammar and Semantics by Pushpinder Syal and D.V. Jindal (Author) Paperback
8. Mastering Interviews and Group Discussions by Dinesh Mathur CBS
9. English Conversation Practice by Grant Taylor
10. Handbook of Practical Communication Skill by Chrissie Wright (Ed.) JAICO Books.
11. English Conversation Practice by Grant Taylor
12. Business correspondence and Report Writing: by R. C. Sharma & Krishna Mohan


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Sample Question Paper for End Semester Examination

Roll No:.....

Total Pages.....

Semester 1 (NEP)
BHMCT Examination
Communication Skills
HS- 111

Time: 3 Hours

Max. Marks: 60

The candidates shall limit their answers precisely within the answer book (40 pages) issued to them and no supplementary/continuation sheet will be issued.

Note: Attempt five questions in all by selecting one question from each section A, B, C and D. Section-E is compulsory.

SECTION – A

(1x10 or 5,5)

1. What do you understand by communication? Explain in detail 7 C's of communication. (10)
2. Explain various barriers in communication and different types of communication in detail. (10)

SECTION – B

(1x10 or 5,5)

3. What do you understand by sentence? Explain its types (10)
4. Difference between compound and complex sentences. (10)

SECTION – C

(1x10 or 5,5)

5. Explain report writing and characteristics of good report. (10)
6. Classify business letters related to inviting and sending quotations (10)

SECTION – D

(1x10 or 5,5)

7. What do you understand by soft skills? Explain in detail the classification of soft skills. (10)
8. What do you understand by SWOT analysis? Explain at individual level (10)

SECTION – E (Compulsory)

(10x2=20 or 4x5=20)

9. Answer the following question in short:

- a) Advice (02)
- b) Conciseness (02)
- c) Interrogative Sentence (02)
- d) Simple sentence (02)
- e) Sender (02)
- f) Receiver (02)
- g) Decode (02)
- h) Information (02)
- i) Courtesy (02)
- j) Motivation (02)


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ENV- 101 INTRODUCTION TO ENVIRONMENTAL SCIENCES

Teaching Scheme				Credit	Marks Distribution			Duration of End Semester Examination
L	T	P	C		Internal Assessment	End Semester Examination	Total	
2	1	0	3	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours	
				Minimum Marks: 16	Minimum Marks: 24	40		

Guidelines for setting Question Paper: Question paper of end semester examination will be of 60 marks. The question paper will consist of five sections A, B, C, D and E. Sections A, B, C and D will have 2 questions of 10 marks each and section E has short answer type questions consisting of ten parts of 02 marks each. The candidates will attempt five questions in all, i.e. one question each from sections A, B, C, D and the compulsory question from section E. In the question paper, the questions available in sections A, B, C and D will be covered by Unit- I, Unit- II, Unit- III and Unit- IV respectively and Section-E will cover the whole syllabus.

Course Objective (CO's)

The main objective of this course is to provide knowledge about the components of environment and their inter relatedness. It provides understanding of all the resources available, their origin, the ways to conserve them for sustainable future, understand various measures undertaken by Government and laws related to protection of environment.

Course Contents:

Unit I	09 Lectures
Introduction to environmental sciences: definition, types: natural and anthropogenic environment, components: biotic and abiotic components, multidisciplinary nature of environmental studies, scope and importance of environmental sciences, environmental education, need for public awareness.	
Unit II	09 Lectures
Ecology and ecosystem: definition, types of ecosystem: forest ecosystem, grassland ecosystem, desert ecosystem aquatic ecosystem, wetland ecosystem, tundra ecosystem, structure of ecosystem: physical components: atmosphere, hydrosphere and lithosphere and living components: producers, consumers and decomposers. Function of ecosystems: food chain, food web. Ecological pyramids.	
Unit III	09 Lectures
Environmental pollution: introduction, pollutants, sources of pollutants: point and non-point sources, air pollution: origin, sources, adverse effects, and preventive measures related to air pollution, Bhopal gas tragedy. Water pollution: origin, sources, adverse effects and preventive measures related to water pollution, Minamata disease, ganga river pollution, soil pollution origin, sources, adverse effects and preventive measures related to soil pollution. Noise pollution: origin, sources, adverse effects and preventive measures related to noise pollution.	
Unit IV	09 Lectures
Global environmental issues: greenhouse effect: cause, effect and greenhouse gases like carbon dioxide, methane, cfc's, climate change: introduction, causes: volcanoes, deforestation, mining, fossil fuels, overexploitation of natural resources, industrialization. Ozone depletion, ozone depleting substances: cfc's, halons, hydro fluoro carbons.	

Course Learning Outcomes (CLO's)/ Course Outcomes (CO's)

The students will be able to:

1. Discover knowledge in ecological perspective and value of environment.
2. Understand the significance of various natural resources and their management.
3. Demonstrate a comprehensive understanding of the world's biodiversity and the importance of its conservation.
4. Understand environmental laws and sustainable development


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Suggestive Reading:

1. Santra, Environmental Science, New Central Book Agency (P) Ltd. (2022)
2. Dave, Katewa, Textbook of Environmental Studies, Cengage(2017)
3. V.K., Ahluwalia, Environmental Studies: Basic Concepts, The Energy and Resource Institute. (2015)
4. Poonia, Sharma, Kumar, Environmental Studies (Concepts, impacts, mitigation and management), Khanna Book Publishing Co., (2023)
5. O' Callagan, P.W., Energy Management, Mc Graw Hill Book Co. Ltd.(1993).
6. Peavy H.S. and Rowe D.R. Environmental Engineering, McGraw Hill(2013)

Further Reading:

1. <https://epgp.inflibnet.ac.in/Home/ViewSubject?catid=0Xvq9yUM2ILDrJ07Fv1ArQ==>



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Sample Question Paper for End Semester Examination

Roll No:.....

Total Pages.....

Semester 1 (NEP)
BHMCT Examination
Introduction to Environmental Sciences
ENV- 101

Time: 3 Hours

Max. Marks: 60

The candidates shall limit their answers precisely within the answer book (40 pages) issued to them and no supplementary/continuation sheet will be issued.

Note: Attempt five questions in all by selecting one question from each section A, B, C and D. Section-E is compulsory.

SECTION-A

(1x10 or 5,5)

1. Define Environment. Explain why Environmental Education is necessary. (10)
2. Discuss multidisciplinary nature of environmental studies. (10)

SECTION-B

(1x10 or 5,5)

3. What is an ecosystem? Explain different types of ecosystems. (10)
4. Discuss different functions of an ecosystem in detail. (10)

SECTION-C

(1x10 or 5,5)

5. Write an explanatory note on air pollution discussing its adverse effects. (10)
6. Explain soil pollution. Explain causes, effects and consequences of soil pollution. (10)

SECTION-D

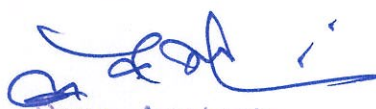
(1x10 or 5,5)

7. What is the greenhouse effect? Explain its reason with suitable diagram. (10)
8. What is ozone depletion? Explain reason and mention some ozone depleting substances. (10)

SECTION-E (Compulsory)

(10x2=20 or 4x5=20)

9. Attempt all the questions. Discuss following:
 - i Pyramid of energy. (04)
 - ii Bhopal Gas Tragedy (04)
 - iii Atmosphere (04)
 - iv Climate change. (04)
 - v Deforestation (04)



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BHMC- 111 P FOUNDATION COURSE IN FOOD PRODUCTION LAB-I							
Teaching Scheme			Credit	Marks Distribution			Duration of End Semester Examination
L	T	P		C	Internal Assessment	End Semester Examination	
0	0	8	4	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours
				Minimum Marks: 16	Minimum Marks: 24	40	

List of Practicals:

1. Implementation of basic grooming & hygiene practices in the kitchen.
2. Handling of kitchen knives and tools.
3. Understanding the usage of kitchen equipments.
4. Observing safety practices in the kitchen, including first aid for cuts and burns.
5. Identification of ingredients used in culinary preparations.
6. Knowledge about f&b stores.
7. Demonstration of various cooking methods (boiling, steaming, baking, frying, roasting & grilling)
8. Practicing basic cuts of vegetables: julienne, jardinière, dices macedoine, shred.
9. Egg cookery techniques, including classical preparations: boiled, fried, poached, omelette.


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BHMC- 112 P FOUNDATION COURSE IN FOOD & BEVERAGE LAB- I

Teaching Scheme			Credit	Marks Distribution			Duration of End Semester Examination
L	T	P		C	Internal Assessment	End Semester Examination	
0	0	4	2	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours
				Minimum Marks: 16	Minimum Marks: 24	40	

List of Practicals:

1. Service grooming and restaurant etiquette.
2. Mise-en- place and mise-en-scene
3. Identification of equipment
4. Standard phrases in f&b service
5. Water pouring and seating a guest.
6. Laying and relaying of tablecloth
7. Napkin folds
8. Carrying a salver or tray
9. Rules for laying table
10. Handling service gear
11. Carrying plates, glasses, and other types of equipment
12. Clearing an ashtray
13. Crumbing, clearance, and presentation of the bill
14. Sideboard setup
15. Food and beverage service sequence



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BHMC- 113 P FOUNDATION COURSE IN ACCOMMODATION OPERATION LAB- I							
Teaching Scheme			Credit	Marks Distribution			Duration of End Semester Examination
L	T	P		C	Internal Assessment	End Semester Examination	
0	0	2	1	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours
				Minimum Marks: 16	Minimum Marks: 24	40	

List of Practicals:

1. Guest room layout.
2. Identification of cleaning equipment/cleaning cloths (types & uses).
3. General cleaning.
4. Glass cleaning.
5. Shoe polishing.
6. Silver polish.
7. Brass polish.
8. Washroom cleaning.
9. Introduction of cleaning agent


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BHMC- 114 P FOUNDATION COURSE IN FRONT OFFICE LAB- I							
Teaching Scheme			Credit	Marks Distribution			Duration of End Semester Examination
L	T	P		C	Internal Assessment	End Semester Examination	
0	0	2	1	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours
				Minimum Marks: 16	Minimum Marks: 24	40	

List of Practicals:

1. Basic manners and attributes for front office personnel/staff
2. Communication skills – verbal and non-verbal, telecommunication skills/ standard phrases
3. Forms & formats related to front office
4. Front office layout
5. Identification of equipment and stationery
6. Role play with standard phrases
7. Hotel visits


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BHMC- 115 P I.T. IN HOTEL LAB							
Teaching Scheme			Credit	Marks Distribution			Duration of End Semester Examination
L	T	P		Internal Assessment	End Semester Examination	Total	
0	0	2	1	Maximum Marks: 20	Maximum Marks: 30	50	3 Hours
				Minimum Marks: 08	Minimum Marks: 12	20	

List of Practicals:

1. MS WORD PRACTICAL:

CREATING A DOCUMENT	GRAPHICS
A. Entering text	A. Inserting clip arts
B. Saving the document	B. Symbols (border/shading)
C. Editing a document already saved to disk	C. Word art
D. Getting around the document	PRINT OPTIONS
E. Find and replace operations	A. Previewing the document
F. Printing the document	B. Printing a whole document
FORMATTING A DOCUMENT	C. Printing a specific page
A. Justifying paragraphs	D. Printing a selected set
B. Changing paragraph indents	E. Printing several documents
C. Setting tabs and margins	F. Printing more than one copies
D. Formatting pages and documents	USING MS WORD TOOLS
E. Using bullets and numbering	A. Spelling and grammar
F. Headers/footers	B. Mail merge
G. Pagination	C. Printing envelops and labels
TABLES	
A. Create	
B. Delete	
C. Format	
CUT, COPY AND PASTE OPERATION	
A. Marking blocks	
B. Copying and pasting a block	
C. Cutting and pasting a block	
D. Deleting a block	
E. Formatting a block	
F. Using find and replace in a block	

2. MS-POWERPOINT PRACTICAL:

A. Making a simple presentation	B. Using auto content wizards and templates	C. Power points five views
D. Slides - creating slides, re-arranging, modifying - inserting pictures, objects - setting up a slide show	E. Creating an organizational chart	F. Canva software- using design tool, making logo/poster/certificate and banners etc, making presentation

3. MS-EXCEL PRACTICAL:

A. How to use excel	CREATING A SPREADSHEET
B. Starting excel	A. Starting a new worksheet
C. Parts of the excel screen	B. Entering the three different types of data in a worksheet
D. Parts of the worksheet	C. Creating simple formulas
E. Navigating in a worksheet	D. Formatting data for decimal points
F. Getting to know mouse pointer shapes	E. Editing data in a worksheet

PRINTING THE WORKSHEET	F. Using autofill
A. Previewing pages before printing	G. Blocking data
B. Printing from the standard toolbar	H. Saving a worksheet
C. Printing a part of a worksheet	I. Exiting excel
D. Changing the orientation of the printing	
E. Printing the whole worksheet in a single page	
F. Adding a header and footer to a report	
G. Inserting page breaks in a report	
H. Printing the formulas in the worksheet	

4. Internet & E-mail Handling

5. Introduction to PMS:

Hot function keys

Make fit reservation

Printing registration cards

Amend a reservation

Log onto cashier code

Pre-register a guest

Put trace for guest

Check in day use

Maintain guest history

Verify a key

Issue a duplicate key

Re-programme keys

Create and update guest profiles

Send confirmation letters

Make an add-on reservation

Cancel a reservation-with deposit and without deposit

Process a reservation deposit

Put message and locator for a guest

Check in a reserved guest

Check –in a walk- in guest

Issue a new key

Cancel a key

Extend a key

Programme one key for two rooms


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HS- 111 P COMMUNICATION SKILLS LAB- I							
Teaching Scheme			Credit	Marks Distribution			Duration of End Semester Examination
L	T	P		Internal Assessment	End Semester Examination	Total	
0	0	2	1	Maximum Marks: 20	Maximum Marks: 30	50	3 Hours
				Minimum Marks: 08	Minimum Marks: 12	20	

NOTE: Following is the list of experiments out of which 8-10 experiments must be performed in the lab. The additional experiments may be performed by the respective institution depending on the infrastructure and student intake.

I	Learning correct pronunciation: organs of speech, IPA symbols (consonant & vowel sounds), classification of consonants as per place & manner of articulation. Finding out the correct pronunciation of words with the help of a dictionary, phonetic transcription of words presented orally, conversion of words presented through IPA symbols into normal orthography, syllable. Division and stress marking (in words presented in IPA form). Intonation (rising & falling tone).
II	Listening skills: listening with a focus on pronunciation (ear-training), stress and intonation; the students will be exposed to the following varieties of English during listening practice: standard Indian, British and American. Learning the differences between British & American pronunciation, listening practice of the dialogues and speeches in British & American English.
III	Speaking skills: delivering impromptu speeches, reading aloud of dialogues, poems, excerpts from plays, situational conversations: introducing oneself, describing a person, place, situation and event, giving instructions, making inquiries – at a bank, post-office, airport, hospital, reservation counter etc. Mock interviews and group discussions.
IV	Writing skills: identifying common mistakes made by students in written communication and improving them, writing emails: sending and responding to emails, preparing, and delivering power point presentations, answering comprehension, translation practice (Hindi to English & vice-versa).


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SEMESTER- II

BHMC- 211 FOUNDATION COURSE IN FOOD PRODUCTION-II							
Teaching Scheme			Credit	Marks Distribution			Duration of End Semester Examination
L	T	P	C	Internal Assessment	End Semester Examination	Total	
2	0	0	2	Maximum Marks: 40 Minimum Marks: 16	Maximum Marks: 60 Minimum Marks: 24	100 40	3 Hours

Guidelines for setting Question Paper: Question paper of end semester examination will be of 60 marks. The question paper will consist of five sections A, B, C, D and E. Sections A, B, C and D will have 2 questions of 10 marks each and section E has short answer type questions consisting of ten parts of 02 marks each. The candidates will attempt five questions in all, i.e. one question each from sections A, B, C, D and the compulsory question from section E. In the question paper, the questions available in sections A, B, C and D will be covered from Unit- I, Unit- II, Unit- III and Unit- IV respectively and Section-E will cover the whole syllabus.

Course Objective (CO's)

A basic understanding of cooking to beginners, covering food commodities, different types of masalas (spices), gravies, meat and vegetable cookery, and food hygiene and sanitation.

Course Contents:

Unit I	08 Lectures
Food commodities: classification with examples and uses in cookery (veg) <ul style="list-style-type: none"> • Fruits: kinds with examples • Nuts: names of nuts commonly used in cooking • Cream: types, description, and their uses • Yogurt: types • Cereals: types and uses • Pulses used in Indian cooking • Herbs: uses of herbs • Spices & condiments: uses of different spices and condiments • Coloring and flavoring agents: names and types 	
Unit II	10 Lectures
Basic Indian masalas & gravies <ul style="list-style-type: none"> • Garam masala, pulao masala, curry powder, sambhar powder, rasam powder, chaat masala • Tandoori marination • White, red, green, and yellow gravies Indian regional cuisine: a brief introduction of north and south Indian regional cuisine • Knowledge about ingredients used in Kashmir, Punjab, Karnataka & goa • Utensils and accompaniments Basic introduction of soups, stock, & sauces	
Unit III	10 Lectures
Non-vegetable cookery <ul style="list-style-type: none"> • Classification of meat (red & white) • Red meat <ul style="list-style-type: none"> • Lamb, mutton • White meat <ul style="list-style-type: none"> • Fish, poultry • Fish: classification with examples, selection & cuts of fish, cooking of fish • Poultry: selection of poultry, classification based on size, uses of each type 	


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Vegetable cookery

- Vegetables: classification of vegetables, cooking of vegetables
- Retention of color, flavor, and nutrients while cooking
- Storage: principles of vegetable storage
- Layout of a kitchen

Unit IV**06 Lectures****Importance of food hygiene in the catering industry:**

- Focuses on the significance of hygiene in the catering industry, emphasizing personal hygiene for staff members and care and hygiene practices.
- Knowledge about food poisoning and food sanitation.
- Hygienic food handling, (preventing contamination, temperature control, and compliance with food hygiene regulations.)
- Cleaning methods of premises, equipment, and disinfection techniques

Course Learning Outcomes (CLO's)/ Course Outcomes (CO's)

Upon completing the course, students should be able to:

1. Recognize and distinguish various food commodities, including grains, pulses, fruits, vegetables, meats, and dairy products.
2. Describe and differentiate between various types of masalas (spice blends) used in cooking, such as garam masala, curry masala, and regional spice mixtures.
3. Demonstrate the ability to prepare different types of gravies, including tomato-based, onion-based, and nut-based gravies, used in Indian and international cuisines.
4. Apply appropriate cooking techniques for meats, such as braising, grilling, and roasting, to achieve desired textures and flavors.
5. Apply various vegetable cooking methods, including sautéing, steaming, and stir-frying, to retain nutrients and enhance taste.
6. Explain the importance of hygiene and sanitation in food handling and preparation to prevent foodborne illnesses.

Suggestive Reading:

1. **Theory of Cookery** – Krishna Arora.
2. **Modern Cookery** – Thangam Philip.
3. **Larousse Gastronomique** –Montagne.
4. **Professional Chef** – Arvind Saraswat.

Further Reading:

1. <https://hmhub.in/2nd-sem-food-production-notes/>
2. <https://www.ihmnotessite.net/2-food-production>
3. <https://epgp.inflibnet.ac.in/Home/ViewSubject?catid=Cdnwi2LUCCLzrJZ76d/o1A==>



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Sample Question Paper for End Semester Examination

Roll No:.....

Total Pages.....

Semester II (NEP)
BHMCT Examination
Foundation Course in Food Production- II
BHMC- 211

Time: 3 Hours

Max. Marks: 60

The candidates shall limit their answers precisely within the answer book (40 pages) issued to them and no supplementary/continuation sheet will be issued.

Note: Attempt five questions in all by selecting one question from each section A, B, C and D. Section-E is compulsory.

SECTION – A

(1x10 or 5,5)

1. Classify different kinds of fruits used in cookery and provide examples of each. (10)
2. Describe the role of herbs, spices, and condiments in cooking. (10)

SECTION – B

(1x10 or 5,5)

3. Identify and describe the basic Indian masalas and their uses in cooking. (10)
4. What are the different types of gravies used in Indian cooking, and what ingredients are used to prepare them? (10)

SECTION – C

(1x10 or 5,5)

5. Classify meat into red and white categories and provide examples. (10)
6. Describe the process of selecting poultry and its classification based on size. (10)

SECTION – D

(1x10 or 5,5)

7. Write short notes on the following:
 - a) Personal hygiene affect food safety (05)
 - b) Common causes of food poisoning? (05)
8. What are the key components of compliance with food hygiene regulations? (10)

SECTION – E (Compulsory)

(10x2=20 or 4x5=20)

9. Answer the following question in short:
 - a) Common cooking method for fish (02)
 - b) One common cause of food poisoning. (02)
 - c) one method for disinfecting kitchen equipment (02)
 - d) lamb as either red or white meat. (02)
 - e) one characteristic ingredient of Kashmiri cuisine (02)
 - f) Thickening Agents (02)
 - g) purpose of tandoori marination. (02)
 - h) Main ingredients of Red gravy (02)
 - i) Main ingredients of white gravy (02)
 - j) Two types of cream (02)


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BHMC- 212 FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE- II							
Teaching Scheme			Credit	Marks Distribution			Duration of End Semester Examination
L	T	P		C	Internal Assessment	End Semester Examination	
2	0	0	2	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours
				Minimum Marks: 16	Minimum Marks: 24	40	

Guidelines for setting Question Paper: Question paper of end semester examination will be of 60 marks. The question paper will consist of five sections A, B, C, D and E. Sections A, B, C and D will have 2 questions of 10 marks each and section E has short answer type questions consisting of ten parts of 02 marks each. The candidates will attempt five questions in all, i.e. one question each from sections A, B, C, D and the compulsory question from section E. In the question paper, the questions available in sections A, B, C and D will be covered from Unit- I, Unit- II, Unit- III and Unit- IV respectively and Section-E will cover the whole syllabus.

Course Objective (CO's)

The course aims the students with a comprehensive understanding of food service principles, various types of beverages, tobacco, and table cheese would typically have undergone specialized training or education in the hospitality or food industry.

Course Contents:

Unit I	08 Lectures
Food and beverage service methods: Table service <ul style="list-style-type: none"> • Silver/English service • American service • Butler/ French service • Russian service Self service <ul style="list-style-type: none"> • Buffet service • Cafeteria service Specialized service <ul style="list-style-type: none"> • Gueridon service, • Tray service, • Trolley service, • Lounge service, • Room service. Single point service <ul style="list-style-type: none"> • Takeaway • Vending • Kiosks • Food courts • Bars • Automats. 	
Unit II	08 Lectures
Menus and covers: definition <ul style="list-style-type: none"> • Different types of menus Menu planning <ul style="list-style-type: none"> • Considerations, and constraints 	


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French classical menu	
<ul style="list-style-type: none"> • Classical foods and its accompaniments with cover 	
Indian regional dishes accompaniments, and service.	
Unit III	06 Lectures
Tobacco: definition & classification <ul style="list-style-type: none"> • Processing for cigarettes, pipe tobacco & cigars Cigarettes: definition & classification <ul style="list-style-type: none"> • Brand names Pipe tobacco: definition & classification <ul style="list-style-type: none"> • Brand names Cigars: definition & classification <ul style="list-style-type: none"> • Care and storage of cigarettes & cigars 	
Unit IV	08 Lectures
Types of beverages: definition & classification. Non-alcoholic beverages: definition & classification Stimulating <ul style="list-style-type: none"> • Tea- origin, manufacture, types & brands • Coffee- origin, manufacture, types & brands • Cocoa Refreshing <ul style="list-style-type: none"> • Mineral water • Soft drinks • Syrups • Squashes Nourishing <ul style="list-style-type: none"> • Fruit juices • Malted drinks • Smoothies • Mocktails 	

Course Learning Outcomes (CLO's)/ Course Outcomes (CO's)

The learning outcomes might include:

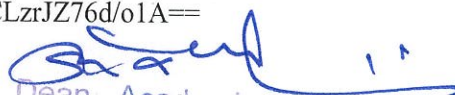
1. Students will be able to understand the fundamental principles of food service, including food safety and hygiene, menu planning, food presentation, and customer service.
2. Students will be able to identify and describe a wide range of beverages, including non-alcoholic and understand their characteristics and serving techniques.
3. Students will have knowledge of various tobacco products, their history, cultural significance, and potential health implications.
4. Students will acquire the skills to serve beverages correctly, including preparing coffee and tea.

Suggestive Reading:

1. **Food & Beverage service** – Denis Lillicrap.
2. **Food & Beverage Service** – Vijay Dhawan.
3. **Food & beverage Service-** Rao J Suhas.

Further Reading:

1. <https://www.ihmnotessite.net/2-food-beverages>
2. <https://hmhub.in/2nd-sem-f-b-service-notes/>
3. <https://epgp.inflibnet.ac.in/Home/ViewSubject?catid=Cdnwi2LUCCLzrJZ76d/o1A==>



Sample Question Paper for End Semester Examination

Roll No:.....

Total Pages.....

Semester II (NEP)
BHMCT Examination
Foundation Course in Food and Beverage Service- II
BHMC- 212

Time: 3 Hours

Max. Marks: 60

The candidates shall limit their answers precisely within the answer book (40 pages) issued to them and no supplementary/continuation sheet will be issued.

Note: Attempt five questions in all by selecting one question from each section A, B, C and D. Section-E is compulsory.

SECTION – A
(1x10 or 5,5)

1. Write short note on the following:
 - i. Silver Service (05)
 - ii. Lounge Service (05)
2. What is single point service? Explain all the single point service outlets in detail. (10)

SECTION – B
(1x10 or 5,5)

3. Explain different types of menus in detail with its format (10)
4. Explain the various points to be considered while planning a menu. (10)

SECTION – C
(1x10 or 5,5)

5. Write a detailed note on shape, size and brand names of cigars. (10)
6. Write a brief note on processing of tobacco for cigarettes. Write ten international brands of cigarettes. (10)

SECTION – D
(1x10 or 5,5)

7. Classify non-alcoholic beverages with the help of relevant examples. Differentiate between stimulating and refreshing beverages also. (10)
8. Define Tea and explain its production process. What are the different types and brands of Tea? (10)

SECTION – E (Compulsory)
(10x2=20 or 4x5=20)

9. Answer the following questions in short:
 - a) List the 17 course French classical menu with their English name. (05)
 - b) Differentiate between Self and Specialized service. (05)
 - c) Care and storage of cigarettes and cigar. (05)
 - d) Different types of juices, mocktails and squashes. (05)



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BHMC- 213 FOUNDATION COURSE IN ACCOMMODATION OPERATIONS- II							
Teaching Scheme			Credit	Marks Distribution			Duration of End Semester Examination
L	T	P		C	Internal Assessment	End Semester Examination	
2	0	0	2	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours
				Minimum Marks: 16	Minimum Marks: 24	40	

Guidelines for setting Question Paper: Question paper of end semester examination will be of 60 marks. The question paper will consist of five sections A, B, C, D and E. Sections A, B, C and D will have 2 questions of 10 marks each and section E has short answer type questions consisting of ten parts of 02 marks each. The candidates will attempt five questions in all, i.e. one question each from sections A, B, C, D and the compulsory question from section E. In the question paper, the questions available in sections A, B, C and D will be covered from Unit- I, Unit- II, Unit- III and Unit- IV respectively and Section-E will cover the whole syllabus.

Course Objective (CO's)

To familiarizes students with the organization of housekeeping, its systems and functions like cleaning procedure and frequency schedule, floor operations, and safety and security

Course Contents:

Unit I	08 Lectures
Layout of guest rooms: <ul style="list-style-type: none"> Sizes of rooms, Sizes of furniture, Furniture arrangement, principles of design, refurbishing and redecoration 	
Unit II	10 Lectures
Cleaning procedure <p>A. Guest room:</p> <ul style="list-style-type: none"> Prepare to clean Clean the guest room (bed making) Replenishment of supplies & linen Inspection Deep cleaning Second service Turn-down service <p>B. Public area:</p> <ul style="list-style-type: none"> Lobby, lounge, corridors, pool area, elevators, health club, f&b outlet, office areas Cleaning of different types of floor surfaces <p>Cleaning agents:</p> <ul style="list-style-type: none"> Characteristics of a good cleaning agent Application of cleaning agents Types of cleaning agents <p>Care and cleaning of metals: brief introduction about</p> <ul style="list-style-type: none"> Brass, copper, silver, EPNS, bronze, gun metal, chromium pewter, stainless steel, types of tarnish, cleaning agents, and methods used. 	


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Unit III	08 Lectures
Floor operations: <ul style="list-style-type: none"> • Rules on the guest floor • Key handling procedure: types of keys (grand master, floor master, sub-master or section or passkey, emergency key, room keys, offices, and store keys), computerized key cards, key control register (issuing, return, changing of lock, key belts, unusual occurrences) • Special services: baby sitting, second service, freshen up service, valet service. 	
Unit IV	06 Lectures
Safety and security:- <ul style="list-style-type: none"> • Work environment safety • Safety awareness and accident prevention, slips and falls, • Potential hazards in housekeeping • First aid 	

Course Learning Outcomes (CLO's)/Course Outcomes (CO's)

1. Students will be able to demonstrate appropriate cleaning techniques and understand the frequency schedule for various areas within a hospitality establishment, such as guest rooms, public spaces, and back-of-house areas.
2. Students will learn about floor management and how to coordinate cleaning activities on different floors, ensuring efficient allocation of resources and timely completion of tasks.
3. Students will learn about safety and security activities held at the hotels, potential hazards like slips and falls, first aid.

Suggestive Reading:

1. **Hotel Housekeeping Training Manual** – Sudhir Andrews.
2. **Housekeeping for Hotels, Hostels and Hospitals** – Grace Brigham.
3. **Hotel Hostel and Hospital Housekeeping** – Joan C Branson & Margaret Lennox (ELST).
4. **Managing Housekeeping Operations** – Margaret Kappa & Aleta Nitschke.
5. **Hotel House Keeping** – Sudhir Andrews (Tata McGraw Hill).
6. **The Professional Housekeeper** – Tucker Schneider, VNR.

Further Reading:

1. <https://hmhub.in/2nd-sem-accommodation-operations-notes/>
2. <https://www.ihmnotessite.net/2-accomodation>
3. <https://epgp.inflibnet.ac.in/Home/ViewSubject?catid=Cdnwi2LUCCLzrJZ76d/o1A==>


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Sample Question Paper for End Semester Examination

Roll No:.....

Total Pages.....

Semester II (NEP)
BHMCT Examination
Foundation Course in Accommodation Operations- II
BHMC- 213

Time: 3 Hours

Max. Marks: 60

The candidates shall limit their answers precisely within the answer book (40 pages) issued to them and no supplementary/continuation sheet will be issued.

Note: Attempt five questions in all by selecting one question from each section A, B, C and D. Section-E is compulsory.

SECTION – A

(1x10 or 5,5)

1. What are the standard sizes for different types of guest rooms in hotels? (10)
2. What factors should be considered when refurbishing and redecorating guest rooms? (10)

SECTION – B

(1x10 or 5,5)

3. Describe the process of bed making in a hotel guest room. (10)
4. What characteristics make a good cleaning agent suitable for use in hotels? (10)

SECTION – C

(1x10 or 5,5)

5. Explain the different types of keys used in hotels and their specific functions (10)
6. What are the general rules that housekeeping staff must follow on the guest floor? (10)

SECTION – D

(1x10 or 5,5)

7. Write short notes on the following:
 - a) Some common first aid procedures (05)
 - b) Identify potential hazards (05)
8. What safety measures should be taken to prevent slips and falls in the housekeeping department? (10)

SECTION – E (Compulsory)

(10x2=20 or 4x5=20)

9. Answer the following question in short:
 - a) Refurbishing (02)
 - b) Redecorating (02)
 - c) key control register (02)
 - d) Safety precautions to prevent accidents in the pool area (02)
 - e) Types of tarnish (02)
 - f) Computerized key card (02)
 - g) Two characteristics of a good cleaning agent (02)
 - h) Master Key (02)
 - i) Floor Key (02)
 - j) Emergency Key (02)



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BHMC- 214 FOUNDATION COURSE IN FRONT OFFICE- II							
Teaching Scheme			Credit	Marks Distribution			Duration of End Semester Examination
L	T	P		C	Internal Assessment	End Semester Examination	
2	0	0	2	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours
				Minimum Marks: 16	Minimum Marks: 24	40	

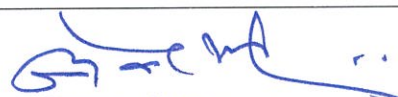
Guidelines for setting Question Paper: Question paper of end semester examination will be of 60 marks. The question paper will consist of five sections A, B, C, D and E. Sections A, B, C and D will have 2 questions of 10 marks each and section E has short answer type questions consisting of ten parts of 02 marks each. The candidates will attempt five questions in all, i.e. one question each from sections A, B, C, D and the compulsory question from section E. In the question paper, the questions available in sections A, B, C and D will be covered from Unit- I, Unit- II, Unit- III and Unit- IV respectively and Section-E will cover the whole syllabus.

Course Objective (CO's)

To understand students will be able to analyze and Understand the roles and responsibilities of front office staff Execute reservation procedures efficiently, Manage the guest cycle from pre-arrival to departure, Utilize appropriate front office terminology, Deliver excellent customer service and enhance guest satisfaction.

Course Contents:

Unit I	08 Lectures
Reservation procedure: <ul style="list-style-type: none"> Reservation and its importance, Basic tools of reservation – room status board, handling reservation and reservation form with formats, Modes of payment while reservation, Sources of reservation, systems of reservation, types of reservations, cancellations and amendments, reservation reports and statistics Communication <ul style="list-style-type: none"> Inter and intra departmental Guest services–basic information Guest history– maintenance and importance Relationship marketing; standard phrases. 	
Unit II	08 Lectures
Guest cycle: <ul style="list-style-type: none"> Introduction to guest cycle – pre arrival, arrival, during guest stay, departure and after departure. Procedure of guest handling – <ul style="list-style-type: none"> Pre-arrival, on arrival and post arrival procedures 	
Unit III	08 Lectures
Registration procedure: <ul style="list-style-type: none"> Registration and its importance Types of registration records – bound book register, loose leaf register and guest registration card (GRC) and their formats. Guest handling, pre-registration activities, handling reserved guests Procedure for handling free individual traveller (FIT), walk-in guests, VIP, group arrival, foreigner guest (c- forms, foreign currency exchange), single lady guest, corporate guest, layover passenger, discount voucher. 	
Unit IV	08 Lectures
Front office terminology: <ul style="list-style-type: none"> For room assignment, room not clear, wash and change room, complimentary stay, suite room check- in, upgrading a guest, downgrading a guest Handling request for late check-out, precautions for scanty baggage guest, Guest stationery, material requisition, shift briefing, morning and afternoon shift handover, night shift handover, Guest relations, courtesy calls, room amenities for corporate/VVIP guest, handling awkward guests, handling mails, message and paging 	


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Course Learning Outcomes (CLO's)/ Course Outcomes (CO's)

1. Explain the importance of the front office in the overall operation of a hotel.
2. Understand the different types of reservations (confirmed, guaranteed, tentative).
3. Explain the importance of accurate reservation records and managing overbookings.
4. Describe the stages of the guest cycle (pre-arrival, arrival, occupancy, departure, and post-departure).
5. Identify the key tasks and responsibilities of front office staff during each stage of the guest cycle.
6. Manage guest requests and special needs during the registration process.
7. Understand the legal aspects and documentation required during guest registration.
8. Apply appropriate front office terminology in daily operations.
9. Communicate effectively using industry-specific language.

Suggestive Reading:

1. **Front Office training manual**- Sudhir Andrews
2. **Front office operations and management** – Jatashankar R. Tewari
3. **Front Office Operations** – Colin Dix, Chris Baird
4. **Professional Hotel Front Office Management** – Anutosh Bhakta
5. **Hotel Front Office Management** – James. A. Bardi
6. **Front Office Operations and Management** – Ahmed Ismail (Thompson Delmar)

Further Reading:

1. <https://www.ihmnotessite.net/2-front-office>
2. <https://hmhub.in/2nd-sem-front-office-notes/>
3. <https://epgp.inflibnet.ac.in/Home/ViewSubject?catid=Cdnwi2LUCCLzrJZ76d/o1A==>



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Sample Question Paper for End Semester Examination

Roll No:.....

Total Pages.....

Semester II (NEP)
BHMCT Examination
Foundation Course in Front Office- II
BHMC- 214

Time: 3 Hours

Max. Marks: 60

The candidates shall limit their answers precisely within the answer book (40 pages) issued to them and no supplementary/continuation sheet will be issued.

Note: Attempt five questions in all by selecting one question from each section A, B, C and D. Section-E is compulsory.

SECTION – A
(1x10 or 5,5)

1. What are the various factors affecting room tariff? (10)
2. Explain the advantages and disadvantages of having different types of room rates and room categories in a hotel. (10)

SECTION – B
(1x10 or 5,5)

3. Discuss the importance of front office co-ordination with housekeeping department in a hotel. (10)
4. Define registration. Draw the format of Guest Registration Card. (10)

SECTION – C
(1x10 or 5,5)

5. Explain the steps involved in handling guest complaints. (10)
6. Describe four stages of 'Guest Cycle'. (10)

SECTION – D
(1x10 or 5,5)

7. Explain, with the help of a flow chart, registration process of a FIT walk-in guest in a five-star hotel. (10)
8. Explain the concept of Hubbart's formula in tariff structure. (10)

SECTION – E (Compulsory)
(10x2=20 or 4x5=20)

9. Answer the following question in short: (02)
 - a) Pre-arrival (02)
 - b) Density chart (02)
 - c) Scanty baggage (02)
 - d) Whitney system (02)
 - e) American plan (02)
 - f) Guest room change (02)
 - g) Departure (02)
 - h) Visa (02)
 - i) Market based pricing (02)
 - j) Rate cutting (02)


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UHV- 111 UNIVERSAL HUMAN VALUES AND AWARENESS ABOUT HIMACHAL PRADESH							
Teaching Scheme			Credit	Marks Distribution			Duration of End Semester Examination
L	T	P		C	Internal Assessment	End Semester Examination	
3	0	0	3	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours
				Minimum Marks: 16	Minimum Marks: 24	40	

Guidelines for setting Question Paper: Question paper of end semester examination will be of 60 marks. The question paper will consist of five sections A, B, C, D and E. Sections A, B, C and D will have 2 questions of 10 marks each and section E has short answer type questions consisting of ten parts of 02 marks each. The candidates will attempt five questions in all, i.e. one question each from sections A, B, C, D and the compulsory question from section E. In the question paper, the questions available in sections A, B, C and D will be covered from Unit- I, Unit- II, Unit- III and Unit- IV respectively and Section-E will cover the whole syllabus.

Course Objective (CO's)

The main objective of this course is, to aware the students about human values and professional ethics and also aware them about their various social and professional responsibilities. After completing the course the students should be aware about their social and professional responsibilities towards, self, society and nature.

Course Contents:

Unit I	09 Lectures
Introduction to value education: difference between moral and human values. Five core human values: truth, righteous conduct, peace, love and non-violence. Classification of moral values, value crisis in contemporary Indian society at different levels: individual, family, society and culture. Values in Indian constitution: justice, liberty, equality and fraternity, fundamental rights under Indian constitution: fundamental duties of Indian citizens.	
Unit II	09 Lectures
Harmony with the self, family & society: understanding human being as the co-existence of the self and the body, program to ensure the health of the body distinguishing between the needs of the self and the body, living in harmony with the self, family & society, steps to achieve self-discipline. Noble eightfold path: right understanding, thought, speech, action, livelihood, effort, mindfulness, and concentration.	
Unit III	09 Lectures
Understanding mental health & emotional well-being: characteristics of a mentally healthy person, causes of mental-health issues in contemporary society, possible solutions to improve mental health. Emotional intelligence: elements of emotional intelligence, advantages of higher emotional intelligence & improving emotional intelligence, Maslow's hierarchy of needs & self-actualization.	
Unit IV	09 Lectures
Awareness about Himachal Pradesh: general knowledge including the knowledge of different places of historic, national, and cultural importance & tourist attraction, hydropower projects, industries, highways, educational and other institutions of the state, knowledge about the famous personalities from the state, current affairs of Himachal Pradesh, history of Himachal- from medieval to present time, geography- including the weather, borders, rivers, mountain ranges, passes, peaks, knowledge of customs and culture of hp: including the costumes, customs, fairs, and festivals etc.	

Course Learning Outcomes (CLO's)/ Course Outcomes (CO's)

1. Understand the significance of value input in a classroom and start applying them in their life and profession.
2. Distinguish between values and skills, happiness and accumulation of physical facilities, the Self and the Body, Intention and Competence of an individual, etc.


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Suggestive Reading:

1. The Textbook A Foundation Course in Human Values and Professional Ethics, R R Gaur, R Asthana, G P Bagaria, 2nd Revised Edition, Excel Books, New Delhi, 2019. ISBN 978-93-87034-47-1
2. Human Values, A.N. Tripathi, New Age Intl. Publishers, New Delhi, 2004.
3. The Wonderland Himachal Pradesh An Encyclopedia, Jag Mohan Balokhra, H. G. Publications New Delhi

Further Reference:

1. Jeevan Vidya: Ek Parichaya, A Nagaraj, Jeevan Vidya Prakashan, Amarkantak, 1999.
2. The Story of Stuff (Book).
3. The Story of My Experiments with Truth - by Mohandas Karamchand Gandhi
4. Small is Beautiful - E. F Schumacher.
5. Slow is Beautiful - Cecile Andrews
6. Economy of Permanence - J C Kumarappa
7. Bharat Mein Angreji Raj – Pandit Sunder Lal
8. Rediscovering India - by Dharampal
9. Hind Swaraj or Indian Home Rule - by Mohandas K. Gandhi
10. India Wins Freedom - Maulana Abdul Kalam Azad
11. Vivekananda - Romain Rolland (English)
12. Gandhi - Romain Rolland (English)
13. History of Himachal Pradesh (HP GK) by Rana Academy
14. Geography and Culture of Himachal Pradesh (HP GK) by Rana Academy



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Sample Question Paper for End Semester Examination

Roll No:.....

Total Pages.....

Semester II (NEP)
BHMCT Examination
Universal Human Values and Awareness about Himachal Pradesh
UHV- 111

Time: 3 Hours

Max. Marks: 60

The candidates shall limit their answers precisely within the answer book (40 pages) issued to them and no supplementary/continuation sheet will be issued.

Note: Attempt five questions in all by selecting one question from each section A, B, C and D. Section-E is compulsory.

SECTION – A

(1x10 or 5,5)

1. What is the need for value education in technical and other professional institutions? (10)
2. Discuss value crisis in contemporary Indian society at different levels: Individual, family, society and culture (10)

SECTION – B

(1x10 or 5,5)

3. Human being is the co-existence of the self and the body. Explain. (10)
4. What are the programs to ensure the health of the body (10)

SECTION – C

(1x10 or 5,5)

5. Write ten characteristics of mentally healthy person. (10)
6. Write Maslow's hierarchy of needs and self-actualization. (10)

SECTION – D

(1x10 or 5,5)

7. Write about ten famous personalities from the state with their introduction. (10)
8. Write history of Himachal Pradesh beginning from medieval to present time (10)

SECTION – E (Compulsory)

(10x2=20 or 4x5=20)

9. Answer the following question in brief:
 - a) What do you mean by happiness? (02)
 - b) What are the two basic aspirations of human beings? (02)
 - c) What is self-exploration? (02)
 - d) Conclude the need of value education in two lines. (02)
 - e) Truth is one of the core human values. (02)
 - f) What do you understand by Sayam (02)
 - g) Write activities in the self and the body. (02)
 - h) What is role of values in life? (02)
 - i) Explain emotional intelligence. (02)
 - j) Write four values of Indian Constitution (02)


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BHMC- 211 P FOUNDATION COURSE IN FOOD PRODUCTION LAB- II							
Teaching Scheme			Credit	Marks Distribution			Duration of End Semester Examination
L	T	P		Internal Assessment	End Semester Examination	Total	
0	0	8	4	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours
				Minimum Marks: 16	Minimum Marks: 24	40	

List of Practicals:

1. Preparation of basic stocks: white & brown
2. Preparation of mother sauces
3. Preparation of basic soups
4. Preparation of basic Indian gravies (red, white, green, and yellow)

5. Regional cookery:

Menu set 1: Goa

1. Goan fish curry
2. Pork vindaloo
3. Chicken Cafreal
4. Bebinca (Goan layered pudding)

Menu set 2: Kashmiri

1. Rogan josh
2. Yakhni pulao
3. Dum aloo
4. Phirni

Menu set 3: Punjabi

1. Sarson ka saag with makki ki roti
2. Butter chicken
3. Rajma chawal
4. Gajar ka halwa

Menu set 4: South India (Tamil Nadu, Karnataka, Kerala)

1. Masala dosa
2. Mysore masala dosa
3. Malabar fish curry
4. Appam with vegetable stew

6. Bakery:

Simple breads:

1. Bread rolls
2. Loaf bread


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Simple cakes:

1. Sponge cake
2. Genoise cake
3. Fruit cake

Simple cookies:

1. Nan khatai
2. Swiss tarts
3. Tricolor biscuits



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BHMC- 212 P FOUNDATION COURSE IN FOOD & BEVERAGE SERVICE LAB- II							
Teaching Scheme			Credit	Marks Distribution			Duration of End Semester Examination
L	T	P		C	Internal Assessment	End Semester Examination	
0	0	4	2	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours
				Minimum Marks: 16	Minimum Marks: 24	40	

List of Practicals:

1. Procedure of table service (silver, American, French & Russian)
2. Laying and relaying of table cloth
3. Preparation and service of non-alcoholic beverages:

Stimulating

- Tea (readymade, separate, black)
- Coffee (readymade, separate, black)

Refreshing

- Squashes
- Soft drink

Nourishing

- Fruit juices
- Smoothies


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BHMC- 213 P FOUNDATION COURSE IN ACCOMMODATION OPERATIONS LAB- II							
Teaching Scheme			Credit	Marks Distribution			Duration of End Semester Examination
L	T	P		C	Internal Assessment	End Semester Examination	
0	0	2	1	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours
				Minimum Marks: 16	Minimum Marks: 24	40	

List of Practicals:

- Identification of cleaning equipment (manual and mechanical).
- Methods of cleaning: scrubbing – polishing – wiping – washing – rinsing – swabbing –sweeping – mopping –brushing –buffing.
- Use of chemical agents.
- Room attendant trolley / maid’s cart.
- Bed making.
- Cleaning of guestroom.
- Cleaning of public area.
- Forms and formats related



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BHMC- 214 P FOUNDATION COURSE IN FRONT OFFICE LAB- II							
Teaching Scheme			Credit	Marks Distribution			Duration of End Semester Examination
L	T	P		C	Internal Assessment	End Semester Examination	
0	0	2	1	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours
				Minimum Marks: 16	Minimum Marks: 24	40	

List of Practicals:

- Welcoming/greeting of guest.
- Reservation procedure
 - Standard phrases
 - Role play
- Providing information to the guest.
- Telephone handling, how to handle enquiries.
- Suggestive selling of other services.
- Filling up of various forms and formats.
- Registrations: fit, VIP, corporate, groups/crew.



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HS- 122 P HOLISTIC HEALTH & YOGA							
Teaching Scheme			Credit	Marks Distribution			Duration of End Semester Examination
L	T	P		C	Internal Assessment	End Semester Examination	
0	0	2	1	Maximum Marks: 20 Minimum Marks: 08	Maximum Marks: 30 Minimum Marks: 12	50 20	3 Hours

COURSE CONTENT:

1.	Introduction: Introduction of yoga, different definitions of yoga. General guidelines for yogic practices
2.	Traditional schools of yoga: (Bhakti yoga, karma yoga, gyana yoga, hatha yoga, mantra yoga, laya yoga, raja yoga) ashtangayoga of sage patanjali.
3.	Concept of shatkriyas: Dhauti, basti, neti, nauli, trataka and kapalbhathi. Shatkriyas (cleansing process): jala neti, sutra neti. Kunjala, vastra dhauti, danda dhauti, kapalbhathi, surya namaskar.
4.	Concept of surya namaskar: Introduction, technique, benefit, precaution.
5.	Concept of asanas Introduction, types, technique, benefit, precaution, Asanas: Standing poses: tadasana, kati chakrasana, tiryak tadasana, vrikshasana, veer bhadrasana, garudasana, trikonsana, Sitting poses: padmasana, swastikasana, vajrasana, bhadrasana, gomukhasana, mandukasana, singhasana.
6.	Concept of pranayama: Introduction, types, technique, benefit, precaution.
7.	Meditation: Concept, technique, benefit, and precaution. Dhyana: Sthoola dhyana, jyoti dhyana, sukshama dhyana, (according to gheranda samhita). Mantra chanting- omkar (pranav jaap), gayatri mantra, maha mrityunjaya mantra, shanti mantr
8.	Lying down poses: Spine position: uttanpadasana, pawan muktasana, naukasana, markatasana, halasana, sarvangasana, matsyasana, setubandhasana, chakarasana and shavasana. Prone position: bhujangasana, shalabhasana, dhanurasana, vipreet naukasana


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SEMESTER – III

BHMC- 311 INDUSTRIAL TRAINING REPORT							
Teaching Scheme			Credit	Marks Distribution			Duration of End Semester Examination
L	T	P	C	Internal Assessment	End Semester Examination	Total	
0	0	2	1	-	-	200	3 Hours
				-	-		

Course Objectives: Objective of industrial training is to provide to students the feel of the actual working environment and to gain practical knowledge and skills, which in turn will motivate, develop and build their confidence. Industrial training is also expected to provide the students with the basis to identify their key operational area of interest.

1) Attendance in the 3rd semester would be calculated on the basis of feedback given by Hotels. Industrial Training will require an input of 119 days i.e. (17 weeks x 06 working days & 1 day off = 102+17 =119 days). A student can avail leave to a maximum of 15% only with prior permission of the hotel authorities. Similarly, the Institute Director can condone an additional 10% on the production of a medical certificate.

(a) Students who are unable to complete a **minimum of 45 days** of Industrial Training will be disallowed from appearing in the term-end examinations as per University Rules.

(b) Students who complete **more than 45 days of industrial** training but are unable to complete **90 days** due to medical reasons may complete the rest of the training during the summer vacation. Such students will be treated as “absent” in Industrial Training and results declared as per University Examination Rules.

2) Awarding of marks,

- 60 marks in IT would be on the basis of feedback from the industry in a prescribed Performance Appraisal Form (PAF). (15 marks for each core department i.e. Food Production, Food & Beverage Service, Accommodation Operations, and Front Office). It will be the student’s responsibility to get this feedback/assessment form completed from all four departments of the hotel for submission to the institute at the end of Industrial Training.
- Remaining 140 marks, students would be assessed on the basis of the Industrial Training Report (35 marks for each core department). A hard copy of the report will also have to be submitted to the panel.

3) Responsibilities of the institute, hotel, and the student/trainee with aims & objectives have been prescribed for adherence. Once the student has been selected/deputed for Industrial Training by the institute, he/she shall not be permitted to undergo IT elsewhere. If students make direct arrangements with the hotel for Industrial Training, these will have to be approved by the institute. Students selected through campus interviews will not seek Industrial Training on their own.

4) There will be no interchange of candidates from one batch to another i.e. winter batch to summer batch and vice versa.


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Responsibilities of the Trainee:

- 1 Should be punctual.
- 2 Should maintain the training logbook up to date.
- 3 Should be attentive and careful while doing work.
- 4 Should be keen to learn and maintain high standards and quality of work.
- 5 Should interact positively with the hotel staff.
- 6 Should be honest and loyal to the hotel and towards their training.
- 7 Should get their appraisals signed regularly by the HOD's or training manager.
- 8 Gain maximum from the exposure given, to get maximum practical knowledge and skills.
- 9 Should attend the training review sessions/classes regularly.
- 10 Should be prepared for the arduous working conditions and should face them positively.
- 11 Should adhere to the prescribed training schedule.
- 12 Should take the initiative to do the work as training is the only time where you can get maximum exposure.
- 13 Should, on completion of Industrial Training, hand over all the reports, appraisals, logbook, and completion certificate to the institute.

Responsibilities of the Institute:

- 1 Should give a proper briefing to students prior to the industrial training.
- 2 Should make the students aware of the industry environment and expectations.
- 3 Should notify the details of the training schedule to all the students.
- 4 Should coordinate regularly with the hotel, especially with the training manager.
- 5 Should visit the hotel, wherever possible, to check on the trainees.
- 6 Should sort out any problem between the trainees and the hotel.
- 7 Should take proper feedback from the students after the training.
- 8 Should brief the students about the appraisals, attendance, marks, logbook, and training report.
- 9 Should ensure that change of Industrial Training hotel is not permitted once the student has been interviewed, selected, and has accepted the offer.
- 10 Should ensure that change of Industrial Training batch is not permitted.
- 11 Should ensure trainees procure training completion certificate from the hotel before joining the institute.



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Responsibilities of the Hotel:

First exposure: A young trainee's first industry exposure is likely to be the most influential in that person's career. If the managers/supervisors are unable or unwilling to develop the skills young trainees need to perform effectively, the latter will set lower standards than they are capable of achieving, their self-images will be impaired, and they will develop negative attitudes towards training, industry, and - in all probability - their own careers in the industry. Since the chances of building successful careers in the industry will decline, the trainees will leave in the hope of finding other opportunities. If on the other hand, first managers/supervisors help trainees achieve maximum potential, they will build the foundations for a successful career.

Hotels:

- 1 Should give proper briefing session/orientation/induction prior to commencement of training.
- 2 Should make a standardized training module for all trainees.
- 3 Should strictly follow the structured training schedule.
- 4 Should ensure cordial working conditions for the trainee.
- 5 Should coordinate with the institute regarding the training program.
- 6 Should be strict with the trainees regarding attendance during training.
- 7 Should check with trainees regarding appraisals, training reports, logbooks, etc.
- 8 Should inform the institute about truant trainees.
- 9 Should allow the students to interact with the guests.
- 10 Should specify industrial training's Dos and don'ts for the trainee.
- 11 Should ensure the issue of completion certificate to trainees on the last day of training.



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Industrial Training (Performance Appraisal)

Himachal Pradesh Technical University

Department: F&B / FP / HK / FO and Other Ancillary


Name: _____ Roll No. _____

Name of the organization: _____

Department: _____ Section: _____

Duration: From: _____ To: _____

Appearance		
Immaculate Appearance, Spotless uniform, Well-groomed hair, Clean nails & hands		5
Smart Appearance, Crisp uniform, Acceptable hair, Clean nails and hands		4
Well Presented, Clean Uniform, Acceptable hair, Clean nails & hands		3
Untidy hair, Creased ill-kept uniform, Hands not clean at times		2
Dirty / disheveled, Long / unkempt hair, Dirty hands & long nails		1
Punctuality / Attendance (_____) days present out of 30 days)		
On time, Well Prepared, Ready to commence task, Attendance Excellent	100%	5
On time, Lacks some preparation but copes well, Attendance is very good	90%	4
On time, Some disorganized aspects-just copes, Attendance Regular	80%	3
Occasionally late, Disorganized approach, Attendance irregular	60%	2
Frequently late, Not prepared, Frequently absent without excuse	50%	1
Ability to Communicate (Written / Oral)		
Very confident, demonstrates outstanding confidence & ability both spoken/written		5
Confident, Delivers information		4
Communicates adequately, but lacks depth and confidence		3
Hesitant, lacks confidence in spoken / written communication		2
Very inanimate, unable to express in spoken or written work		1
Attitude to Colleagues / Customers		
Wins / retains the highest regard from colleagues and has an outstanding rapport with clients		5
Polite, considerate and firm, well-liked.		4
Gets on well with most colleagues, Handles customers well.		3
Slow to mix, weak manners, is distant has an insensitive approach to customers		2
Does not mix, relate well with colleagues & customers		1
Attitude to Supervision		
Welcomes criticism, Acts on it, very co-operative		5
Readily accepts criticism and is noticeably willing to assist others.		4
Accepts criticism but does not necessarily act on it.		3
Takes criticism very personally, and broods on it.		2
Persistently disregards criticism and goes own way.		1
Initiative / Motivation		
Very effective in analyzing situation and resourceful in solving problems	Demonstrates ambition to achieve Progressively.	5
Shows ready appreciation and willingness to tackle problems	Positively seeks to improve knowledge and performance	4
Usually grasps points correctly.	Shows interest in all work undertaken.	3


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Slow on the uptake.	Is interested only in areas of work preferred.	2
Rarely grasps points correctly.	Lacks drive and commitment.	1
Reliability / Comprehension		
Is totally trustworthy in any working situation? Understands in detail, why and how the job is done.		5
Can be depended upon to identify work requirements and willingness to complete them. Readily Appreciates, how and why the job is done.		4
Gets on with the job in hand. Comprehends, but doesn't fully understand work in hand		3
Cannot be relied upon to work without supervision. Comprehends only after constant explanation.		2
Requires constant supervision. Lacks any comprehension of the application.		1
Responsibility		
Actively seeks responsibility at all times.		5
Very willing to accept responsibility.		4
Accepts responsibility as it comes.		3
Inclined to refer matters upwards rather than make own decision.		2
Avoids taking responsibility.		1
Quality of Work		
Exceptionally accurate in work, very thorough usually unaided.		5
Maintains a high standard of quality		4
Generally good quality with some assistance.		3
Performance is uneven.		2
Inaccurate and slow at work.		1
Quantity of work		
Outstanding in output of work.		5
Gets through a great deal.		4
Output satisfactory.		3
Does rather less than expected.		2
Output regularly insufficient		1
Total.....		/50

Name of Appraiser: _____ Signature: _____

Designation of Appraiser: _____ Date: _____

Signature of Student: _____ Date: _____


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BHMC- 312 INDUSTRIAL TRAINING LOGBOOK (17 WEEKS)							
Teaching Scheme			Credit	Marks Distribution			Duration of End Semester Examination
L	T	P		Internal Assessment	End Semester Examination	Total	
0	0	0	3	-	-	50	3 Hours
				-	-		

Course Objectives: The objective of the Industrial Training Logbook is to make a written document in which the practical knowledge and skills that a student/trainee observes/acquires have to be listed in the logbook.

A trainee needs to do the following in the logbook while in training

1. The training logbook has to be filled on a daily basis.
2. The day, date, time, and department need to be clearly mentioned on each page of the logbook.
3. List down the daily tasks being performed by the trainee.
4. Enlist the difference between practical and theory.
5. Details about new technological developments that are being used in the industry.
6. Give observations about guest handling during their shift hours.
7. Enlist the innovative methods of operations that are being followed in the hotel.
8. Detail about the various procedures of doing a task while on shift.
9. Write down the various cleaning methods that are being followed in a hotel.
10. Get the logbook signed by the supervisor on a daily basis.


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BHMC- 313 PRESENTATION AND VIVA VOCE							
Teaching Scheme			Credit	Marks Distribution			Duration of End Semester Examination
L	T	P		C	Internal Assessment	End Semester Examination	
0	0	0	6	-	-	150	3 Hours
				-	-		

Course Objectives: The objective of viva voce is to evaluate the students and the end of their training by the external and internal examiners of the college.

The students will have to give a power point presentation in front of the external examiner. The power point presentation should include the details about the hotel and its operational areas, and the student should mention their experiences and learning outcomes of the training in the presentation. The student shall be evaluated on the following criteria.

Content: the content of the presentation should be brief and self-explanatory and should not have been copied from any other source. The content should address the key functional areas of the hotel. Consistency: the transition from one slide to another should be consistent and not scattered. There should be a proper flow of messages in the presentation.

Speaking skills: The criteria include poise, clear articulation, proper volume, steady rate, good posture, eye contact, enthusiasm, and confidence.

Timeliness: The candidate will be given 10 minutes to make the presentation. This is the typical amount of time that can be expected before an external examiner.

Question and answers: the candidate should be in a position to answer the queries of the examiners and the viva voce session.


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SEMESTER- IV

BHMC- 411 FOOD PRODUCTION OPERATION							
Teaching Scheme			Credit	Marks Distribution			Duration of End Semester Examination
L	T	P	C	Internal Assessment	End Semester Examination	Total	
3	0	0	3	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours
				Minimum Marks: 16	Minimum Marks: 24	40	

Guidelines for Setting Question Paper: Question paper of end semester examination will be of 60 marks. The question paper will consist of five sections A, B, C, D and E. Sections A, B, C and D will have 2 questions of 10 marks each and section E has short answer type questions consisting of ten parts of 02 marks each. The candidates will attempt five questions in all, i.e. one question each from sections A, B, C, D and the compulsory question from section E. In the question paper, the questions available in sections A, B, C and D will be covered from Unit- I, Unit- II, Unit- III and Unit- IV respectively and Section-E will cover the whole syllabus.

Course Objective (CO's)

To provide students with a comprehensive understanding of various aspects related to food production in a commercial or institutional setting. The course aims to equip students with the knowledge and skills necessary to efficiently produce and manage large quantities of food, particularly in the context of catering, hospitality, and other food service industries. The specific objectives of the course, covering topics like quantity food production, menu planning, indenting, and volume feeding.

Course Contents:

Unit I	09 Lectures
<p>Quantity Food Production Equipment:</p> <ul style="list-style-type: none"> • Classification of Equipments required for Quantity Food Production (Electrical & Mechanical) • Types of equipment (Heavy Duty, Medium Duty, Light Duty) • Care, and maintenance of this equipment <p>Menu Planning:</p> <ul style="list-style-type: none"> • Basic principles of menu planning – recapitulation • Points to consider in menu planning for various outlets <p>Volume Feeding:</p> <ul style="list-style-type: none"> • Institutional and Industrial Catering, • Types of Institutional & Industrial Catering • Problems associated with this type of catering 	
Unit II	08 Lectures
<p>Indenting:</p> <ul style="list-style-type: none"> • Principles of Indenting for volume feeding, • Portion sizes of various items for different types of volume feeding, • Modifying recipes for indenting for large scale catering, Practical difficulties while indenting for volume feeding. 	



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Planning: <ul style="list-style-type: none"> Principles of planning for quantity food production with regard to Space allocation, Equipment selection, Staffing. 	
Unit III	09 Lectures
Regional Indian Cuisine: <ul style="list-style-type: none"> Specialty Indian cuisine for festivals and special occasions in all states: - <ul style="list-style-type: none"> North Region: Kashmir, Himachal Pradesh, Punjab, Rajasthan. East Region: Bengal, Seven sister states (Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland & Tripura); West Region: Gujarat, Maharashtra South Region: Tamil Nadu, Kerala, Andhra Pradesh. Central India Region: Madhya Pradesh, Chhattisgarh, Uttar Pradesh/Bihar. Indian Breads, Indian Sweets, & Indian Snacks	
Unit IV	08 Lectures
Raising Agents: <ul style="list-style-type: none"> Functions of raising agents, including chemical raising agents and yeast. Flavoring & Seasoning: <ul style="list-style-type: none"> Uses and examples of flavoring and seasoning ingredients to enhance taste. Sweetening Agents: Uses and examples of sweetening agents in culinary preparations. Thickening Agents: Understanding the purpose and application of thickening agents in cooking. 	

Course Learning Outcomes (CLO's)/ Course Outcomes (CO's)

Upon successful completion of this course, students will be able to:

- Define and explain the concept of quantity food production.
- Identify and apply appropriate cooking techniques for large-scale food production.
- Develop balanced and diverse menus suitable for different types of food service establishments (e.g., restaurants, cafeterias, catering services).
- Define indenting and its role in food production operations.
- Create indent orders that effectively communicate ingredient requirements to suppliers.
- Apply knowledge of inventory management to ensure efficient procurement, minimize wastage, and maintain freshness of ingredients.
- Comprehend the challenges and considerations related to large-scale volume feeding.


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- Develop strategies for portion control, food safety, and maintaining consistent quality during high-volume food production.

Suggestive Reading:

- The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons INC
- Theory of Cookery By K Arora, Publisher: Frank Brothers
- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Bakery & Confectionery By S. C Dubey, Publisher: Society of Indian Bakers
- Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman

Further Reference:

- <https://hmhub.in/3rd-4th-sem-food-production-notes/>
- <https://www.ihmnotessite.net/3-food-production>
- <https://epgp.inflibnet.ac.in/Home/ViewSubject?catid=Cdnwi2LUCCLzrJZ76d/o1A==>


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Sample Question Paper for End Semester Examination

Roll No:.....

Total Pages.....

Semester IV (NEP)
BHMCT Examination
Food Production Operations
BHMC- 411

Time: 3 Hours

Max. Marks: 60

The candidates shall limit their answers precisely within the answer book (40 pages) issued to them and no supplementary/continuation sheet will be issued.

Note: Attempt five questions in all by selecting one question from each section A, B, C and D. Section-E is compulsory.

SECTION – A

(1x10 or 5,5)

1. Describe the classification of equipment required for quantity food production, differentiating between electrical and mechanical types. Provide examples for each category. (10)
2. Discuss the basic principles of menu planning and elaborate on the key points to consider when planning a menu for various food service outlets. (10)

SECTION – B

(1x10 or 5,5)

3. Explain the principles of indenting for volume feeding and discuss the challenges faced while indenting for large scale catering. (10)
4. How does staffing impact the efficiency of quantity food production? Discuss the factors to consider when planning staffing requirements. (10)

SECTION – C

(1x10 or 5,5)

5. Compare and contrast the traditional dishes of Tamil Nadu, Kerala, and Andhra Pradesh in the South region. (10)
6. Explain the main characteristics of Gujarati and Maharashtrian cuisine in the West region. (10)

SECTION – D

(1x10 or 5,5)

7. Write short notes on the following:
 - a) What are thickening agents (05)
 - b) Different types of raising agents used in baking (05)
8. Explain the uses and examples of different flavoring and seasoning ingredients used to enhance taste in culinary preparations. (10)

SECTION – E (Compulsory)

(10x2=20 or 4x5=20)

9. Answer the following question in short:
 - a) Chemical raising agent (02)
 - b) Natural flavoring ingredient. (02)
 - c) One sweetening agent used in desserts (02)
 - d) Popular snack from Maharashtra (02)
 - e) One specialty dish from Kashmir (02)
 - f) One principle of planning for quantity food production (02)
 - g) One function of yeast in baking (02)
 - h) One example of a seasoning ingredient. (02)
 - i) Name a traditional Andhra Pradesh dish (02)
 - j) One traditional sweet from Bengal (02)



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BHMC- 412 FOOD & BEVERAGE OPERATION							
Teaching Scheme			Credit	Marks Distribution			Duration of End Semester Examination
L	T	P		C	Internal Assessment	End Semester Examination	
3	0	0	3	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours
				Minimum Marks: 16	Minimum Marks: 24	40	

Guidelines for Setting Question Paper: Question paper of end semester examination will be of 60 marks. The question paper will consist of five sections A, B, C, D and E. Sections A, B, C and D will have 2 questions of 10 marks each and section E has short answer type questions consisting of ten parts of 02 marks each. The candidates will attempt five questions in all, i.e. one question each from sections A, B, C, D and the compulsory question from section E. In the question paper, the questions available in sections A, B, C and D will be covered from Unit- I, Unit- II, Unit- III and Unit- IV respectively and Section-E will cover the whole syllabus.

Course Objectives (CO's)

The course aims to provide students a thorough understanding of the many facets of managing and running restaurants and bars. Learn the basics of the food and beverage industry, its background, and its role in the hospitality industry. Discover how to design and set the cost of a pub menu. Recognize legal requirements, responsible alcohol serving guidelines, and bar operations safety procedures. Learn about the various alcoholic beverages' ingredients, production methods, and properties. Discover the food and beverage industry's control cycle, which entails inventory purchases, receipts, storage, issuance, and control.

Course Contents

Unit I	10 Lectures
Alcoholic Beverage <ul style="list-style-type: none"> • Introduction, definition, and classification of wines • Classification; Viticulture and viticulture methods • Vinification – Still, Sparkling, Aromatized, and Fortified wines • Vine diseases, • Old World Wines: Principal wine regions wine laws, grape varieties, production, and brand names (France, Germany, Italy, Spain, Portugal) • New World Wines Principal wine regions wine laws, grape varieties, production and brand names, (India, Chile, South Africa, Algeria, New Zealand, USA, Australia), • Food & Wine Harmony • Wine glasses and equipment • Storage of wine • Wine terminology (English & French) 	
Unit II	09 Lectures
Beer <ul style="list-style-type: none"> • Introduction & Definition, • Ingredients used • Types of Beer, 	


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- Production process of Beer,
- Brands & Storage.

Spirits

- Introduction & Definition,
- Production of Spirit (Pot-still method, Patent still method),
- Introduction to Whisky, Rum, Vodka, Brandy, Gin, Tequila its ingredients and production process, various types and brands.
- Different Proof Spirits, American Proof, British Sikes Scale Gay-Lussac, OIML Scale.

Unit III

05 Lectures

Other Spirits:

- Brief Introduction about Absinthe, Pastis, Akvavit (Aquavit/ Schnapps), Grappa, Marc, Pisco, Toddy, and Fenny.

Liqueurs:

- Definition & Production of Liqueurs, Popular Liqueurs Chart (Name, colour, predominant flavor & country of origin).

Eau-De-Vie:

- Introduction, Difference between Liqueurs & Eau-De-Vie, Brand names Eau-De-Vie

Unit IV

09 Lectures

Control Methods

- Billing methods – Duplicate and Triplicate system,
- KOTs and BOTs, Computerized KOTs,
- Billing Procedure

Food & Beverage Cost Control

- Introduction to F&B Control,
- Define Cost Control,
- The Objectives and Advantages of Cost Control.

Beverage Control Cycle

- Requisition, Purchasing, Receiving, Storing, Issuing Control; Production & Sales Controls

Course Learning Outcomes (CLO's)/ Course Outcomes (CO's)

These learning outcomes cover the essential knowledge and skills needed for a successful career in Food & Beverage Operations:

- Describe the fundamental categories of alcoholic beverages, including beer, spirits, and liqueurs.
- Demonstrate knowledge of bar layout and design principles.
- Understand the role of bartenders and bar staff in providing excellent customer service.
- Develop skills in drink preparation, mixing techniques, and garnishing.
- Identify different types and styles of beer.
- Describe the brewing process and key ingredients.


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- Understand proper beer storage and serving temperatures.
- Explain the production processes and aging requirements for different spirits.
- Demonstrate the ability to recommend and serve spirits and liqueurs to customers.
- Calculate food and beverage costs, including inventory valuation and pricing strategies.
- Implement effective control measures to minimize waste and maximize profitability.

Suggestive Reading:

- Food & Beverage Service - Dennis R. Lillicrap. & John. A. Cousins. Publisher: ELBS
- Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill. Food & Beverage Service Lillicrap & Cousins, Publisher: ELBS
- Modern Restaurant Service – John Fuller, Publisher: Hutchinson
- The Waiter Handbook By Grahm Brown, Publisher: Global Books & Subscription Services New Delhi

Further Reading:

- <https://hmhub.in/3rd-4th-sem-f-b-operations-notes/>
- <https://hmhub.in/3rd-4th-sem-f-b-control-notes/>
- <https://www.ihmnotessite.net/3-food-beverage-service>
- <https://www.ihmnotessite.net/food-beverage-control>
- <https://epgp.inflibnet.ac.in/Home/ViewSubject?catid=Cdnwi2LUCCLzrJZ76d/o1A==>



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Sample Question Paper for End Semester Examination

Roll No:.....

Total Pages.....

Semester 1 (NEP)
BHMCT Examination
Food & Beverage Operation
BHMC- 412

Time: 3 Hours

Max. Marks: 60

The candidates shall limit their answers precisely within the answer book (40 pages) issued to them and no supplementary/continuation sheet will be issued.

Note: Attempt five questions in all by selecting one question from each section A, B, C and D. Section-E is compulsory.

SECTION – A

(1x10 or 5,5)

1. Explain 'Methode Champenoise'. Give two brands champagne. (10)
2. Write a detailed note on Still wine and their service procedure. (10)

SECTION – B

(1x10 or 5,5)

3. Define Beer. Explain its production process with ten international brands. (10)
4. Write a detailed note on production process of Whisky with its types. (10)

SECTION – C

(1x10 or 5,5)

5. Elaborate the role of Herbs in liqueurs making. List five popular liqueurs with origin of country. (10)
6. Differentiate between Liqueurs and Eau de vie with ten brand names of Eau de vie. (10)

SECTION – D

(1x10 or 5,5)

7. Explain the triplicate checking system followed in sale control in detail. (10)
8. Draw a labelled diagram of KOT/BOT with its various types. (10)

SECTION – E (Compulsory)

(10x2=20 or 4x5=20)

9. Answer the following question in short:
 - a) Duties of F&B Controller (05)
 - b) Draw and explain in one or two lines a cycle of Beverage control (05)
 - c) Explain Different Proof Spirits in detail. (05)
 - d) Write ten brand names of Red wine. (05)


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BHMC- 413 ACCOMMODATION OPERATIONS							
Teaching Scheme			Credit	Marks Distribution			Duration of End Semester Examination
L	T	P		C	Internal Assessment	End Semester Examination	
3	0	0	3	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours
				Minimum Marks: 16	Minimum Marks: 24	40	


Guidelines for Setting Question Paper: Question paper of end semester examination will be of 60 marks. The question paper will consist of five sections A, B, C, D and E. Sections A, B, C and D will have 2 questions of 10 marks each and section E has short answer type questions consisting of ten parts of 02 marks each. The candidates will attempt five questions in all, i.e. one question each from sections A, B, C, D and the compulsory question from section E. In the question paper, the questions available in sections A, B, C and D will be covered from Unit- I, Unit- II, Unit- III and Unit- IV respectively and Section-E will cover the whole syllabus.

Course Objectives (CO's)

The course objectives aim to provide students with a comprehensive understanding of key aspects related to accommodation operations, with a specific focus on safety, design, and aesthetics which include; developing knowledge of fire safety protocols, emergency response procedures, and first aid basics, gain knowledge of sustainability practices in interior design for the accommodation industry, explore innovative and guest-centric room layout concepts, and Understand the role of flowers and indoor plants in enhancing the ambiance of accommodation establishments. All of which contribute to the overall guest experience and the success of lodging establishments.

Course Contents:

Unit I	08 Lectures
Laundry Operations <ul style="list-style-type: none"> • Laundry equipment and Machinery • Sorting, washing, drying, and folding techniques • Stain removal methods • Linen and uniform inventory control and management Inventory Management and Control	
Safety and Security <ul style="list-style-type: none"> • First Aid • Fire Safety 	
Unit II	10 Lectures
Interior Decoration: <ul style="list-style-type: none"> • Elements of design, • Color and its role in décor, • Types of color schemes, • Windows and window treatment, • Floor finishes, & Carpets, • Furniture and fittings, 	


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<ul style="list-style-type: none"> • Accessories <p>Electricity and Lighting:</p> <ul style="list-style-type: none"> • Lighting and lighting fixtures, • Types of lighting & devices <ul style="list-style-type: none"> ○ Incandescent lamps, Fluorescent lamps, and other gas-discharged lamps, ○ Illumination and units of illumination, ○ External lighting, and Safety in handling electrical equipment. 	
Unit III	08 Lectures
<p>Linen / Uniform / Tailor Room:</p> <ul style="list-style-type: none"> • Layout of Linen/Uniform/Tailor Room • Types of Linen, Sizes, and Linen Exchange Procedures • Selection of Linen • Storage Facilities and Conditions • Par Stock: Factors affecting Par Stock, Calculation of Par Stock • Discard Management • Linen Inventory System • Uniform Designing: Importance, Types, Characteristics, Selection, Par Stock • Function of Tailor Room • Managing Inventory • Par level of linen, uniform, guest loan items, machines & equipment, cleaning supplies & guest supplies • Indenting from stores 	
Unit IV	08 Lectures
<p>Flower Arrangement:</p> <ul style="list-style-type: none"> • Flower arrangement in Hotels, • Equipment and material required for flower arrangement, • Conditioning of plant material, • Styles of flower arrangements, • Principles of design as applied to flower arrangement <p>Indoor Plants:</p> <ul style="list-style-type: none"> • Selection and care 	

Course Learning Outcomes (CLO"s)/ Course Outcomes (CO"s)

By the end of this course, students should be well-equipped to manage accommodation operations with a focus on safety, aesthetics, functionality, and guest satisfaction. They will also have the knowledge and skills needed to create appealing interior spaces through effective design and decor choices, as well as maintain greenery and floral arrangements to enhance the overall ambiance of accommodation facilities.

Suggestive Reading:

- Hotel Hostel and Hospital Housekeeping –by Joan C Branson & Margaret Lennox, ELBS with Holder & Stoughton Ltd.
- Hotel House Keeping a Training Manual by Sudhir Andrews, Tata McGraw Hill Publishing Company Limited New Delhi.


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- Hotel Housekeeping Operations & Management by Raghubalan, Oxford University Press.
- Management of Hotel & Motel Security (Occupational Safety and Health) by H. Burstein, CRC Publisher.
- Professional Management of Housekeeping Operations (II End.) by Robert J. Martin & Thomas J.A. Jones, Wiley Publications
- The Professional Housekeeper by Tucker Schneider, Wiley Publications
- Professional management of Housekeeping by Manoj Madhukar, Rajat Publications

Further Reading:

- <https://www.ihmnotesite.net/3-accomodation-operations>
- <https://hmhub.in/3rd4th-sem-accommodation-operations-theory/>
- <https://epgp.inflibnet.ac.in/Home/ViewSubject?catid=Cdnwi2LUCCLzrJZ76d/o1A==>


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Sample Question Paper for End Semester Examination

Roll No:.....

Total Pages.....

Semester 1 (NEP)
BHMCT Examination
Accommodation Operation
BHMC- 413

Time: 3 Hours

Max. Marks: 60

The candidates shall limit their answers precisely within the answer book (40 pages) issued to them and no supplementary/continuation sheet will be issued.

Note: Attempt five questions in all by selecting one question from each section A, B, C and D. Section-E is compulsory.

SECTION – A

(1x10 or 5,5)

1. Discuss the various types of laundry equipment and machinery used in hotel laundry operations. How do they contribute to efficiency and quality? (10)
2. Write a detailed note on different types of catering establishments. (10)

SECTION – B

(1x10 or 5,5)

3. Explain the elements of design in interior decoration and how they contribute to the overall aesthetics of a hotel. (10)
4. Describe the various types of windows and window treatments. How do they impact the ambiance and functionality of hotel rooms? (10)

SECTION – C

(1x10 or 5,5)

5. Explain the layout and function of a linen/uniform/tailor room in a hotel. Discuss the types of linen, sizes, and linen exchange procedures commonly used in hospitality establishments. (10)
6. Discuss the importance of uniform designing in the hospitality industry, including types, characteristics, and selection criteria. How does maintaining a par stock of uniforms contribute to efficient operations? (10)

SECTION – D

(1x10 or 5,5)

7. Write short notes on the following:
 - a) Different styles of flower arrangements (05)
 - b) Explain the process of conditioning plant material for flower arrangements. (05)
8. Discuss the importance of flower arrangement in hospitality settings and the equipment and materials required for effective flower arrangements. (10)

SECTION – E (Compulsory)

(10x2=20 or 4x5=20)

9. Answer the following question in short:
 - a) Two types of laundry machinery (02)
 - b) one key aspect of fire safety in hotels (02)
 - c) one technique for folding laundry efficiently (02)
 - d) Mention one type of floor finish commonly used in hotels (02)
 - e) Discard management (02)
 - f) One factor to consider when selecting linen for a hotel (02)
 - g) Name three pieces of equipment used for flower arrangements. (02)
 - h) Name one safety precaution to be followed when handling flower arrangement equipment. (02)
 - i) What equipment is essential for drying laundry? (02)
 - j) Mention one technique for folding laundry efficiently. (02)

BHMC- 414 FRONT OFFICE OPERATIONS							
Teaching Scheme			Credit	Marks Distribution			Duration of End Semester Examination
L	T	P		C	Internal Assessment	End Semester Examination	
3	0	0	3	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours
				Minimum Marks: 16	Minimum Marks: 24	40	

Guidelines for Setting Question Paper: Question paper of end semester examination will be of 60 marks. The question paper will consist of five sections A, B, C, D and E. Sections A, B, C and D will have 2 questions of 10 marks each and section E has short answer type questions consisting of ten parts of 02 marks each. The candidates will attempt five questions in all, i.e. one question each from sections A, B, C, D and the compulsory question from section E. In the question paper, the questions available in sections A, B, C and D will be covered from Unit- I, Unit- II, Unit- III and Unit- IV respectively and Section-E will cover the whole syllabus.

Course Objectives (CO's)

The course objective is to prepare individuals to efficiently and professionally manage front office functions, ensuring guest satisfaction, safety, and operational excellence in a hospitality setting including, familiarizing students with hotel property management systems (PMS) and reservation software, principles of hotel accounting, including revenue recognition, billing, and payment processing, providing excellent customer service during check-out, and understanding key security protocols, including key card access and surveillance systems.

Course Contents:

Unit I	08 Lectures
Computer Application in Front Office Operation: <ul style="list-style-type: none"> • Role of information technology in the hospitality industry • Factors for the need for a PMS in different category of hotel • Purchase Procedure of PMS by the hotel • Introduction to Opera & Amadeus • Control of Cash and Credit. 	
Unit II	08 Lectures
Front Office (Accounting): <ul style="list-style-type: none"> • Accounting fundamentals, • Guest and non-guest accounts, • Accounting system (Non-automated, semi-automated, and fully automated) 	
Unit III	08 Lectures
Check- in procedures: <ul style="list-style-type: none"> • Reservation • Without reservation (fit, VIP, corporate, group/crew) Check-out procedures: <ul style="list-style-type: none"> • Guest accounts settlement (cash and credit, Indian currency and foreign currency, transfer of guest accounts, express check out) 	

Night auditing:

- Tasks
- Audit procedures (non-automated, semi-automated, and fully automated)

Front office guest safety and security:

- Importance of security systems
- Safe deposit,
- Key control
- Crime prevention & first aid
- Emergency situations (accident, illness, theft, fire, bomb)

French terms & phrases:

- Expressions de politesse et les commandes et expressions d'encouragement, basic conversation related to front office activities such as {reservations personal and telephonic}, reception (doorman, bell boys, receptionist etc.), cleaning of room & change of room etc.}

Course Learning Outcomes (CLO's)/ Course Outcomes (CO's)

- Develop proficiency in using computer applications and software relevant to front office operations, such as property management systems (PMS), reservation systems, and customer relationship management (CRM) tools.
- Learn the basics of financial management, including revenue tracking, expense management, and accounting principles specific to the front office.
- Master the check-out process, including settlement of guest accounts, handling payments, issuing invoices or receipts, and providing exceptional customer service during check-out.
- Acquire the skills needed for night auditing, including reconciling financial records, identifying discrepancies, and preparing reports for management. Ensure accuracy and compliance with financial procedures.
- Explore safety and security measures essential for front office personnel. Learn how to handle emergencies, maintain guest security, and follow established protocols to safeguard guests and property.
- Familiarize yourself with commonly used French terms and phrases in the hospitality industry, as they may be relevant in multilingual or international settings.

Suggestive Reading:

- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Grew Hill,
- Managing Front Office Operations – Karsavina & Brooks Educational Institution HAMA,
- Front Office – operations and management – Ahmed Ismail (Thomson Delmar),
- Front office Operation Management- SKI Bhavnagar, Publisher: Frank Brothers,
- Managing Front Office Operations By Karsavina & Brooks, Hotel Front Office Management, 4th Edition by James Socrates Bard; Wiley International

Further Reading:

- <https://www.ihmnotesite.net/3-front-office>
- <https://hmhub.in/3rd-4th-sem-front-office-notes/>
- <https://epgp.inflibnet.ac.in/Home/ViewSubject?catid=Cdnwi2LUCCLzrJZ76d/o1A==>


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Roll No:.....

Sample Question Paper for End Semester Examination

Total Pages.....

Semester 1 (NEP)
BHMCT Examination
Front Office Operations
BHMC- 414

Time: 3 Hours

Max. Marks: 60

The candidates shall limit their answers precisely within the answer book (40 pages) issued to them and no supplementary/continuation sheet will be issued.

Note: Attempt five questions in all by selecting one question from each section A, B, C and D. Section-E is compulsory.

SECTION – A

(1x10 or 5,5)

1. Justify the importance of safety and security in hotel. How would you handle bomb threat situation in hotel? (10)
2. Explain proper key and access control in hotel. (10)

SECTION – B

(1x10 or 5,5)

3. What is front office guest accounting? Explain the various systems of front office accounting. (10)
4. Define PMS. Justify the role of information technology in hospitality. (10)

SECTION – C

(1x10 or 5,5)

5. Explain the credit control measure at various stages of guest cycle. (10)
6. What is night auditing? List the duties of night auditor. (10)

SECTION – D

(1x10 or 5,5)

7. Explain hotel check out process for group in the form of flow chart. (10)
8. Explain step by step hotel check out process by accepting credit card. (10)

SECTION – E (Compulsory)

(10x2=20 or 4x5=20)

9. Answer the following question in short:
 - a) City ledger (02)
 - b) Master folio (02)
 - c) Voucher (02)
 - d) Guest account (02)
 - e) House limit (02)
 - f) Currency notes (02)
 - g) Credit cards (02)
 - h) Travel agent voucher (02)
 - i) PMS (02)
 - j) Night Audit (02)


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BHMC- 415 TOURISM CONCEPTS							
Teaching Scheme			Credit	Marks Distribution			Duration of End Semester Examination
L	T	P		C	Internal Assessment	End Semester Examination	
2	0	0	2	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours
				Minimum Marks: 16	Minimum Marks: 24	40	

Guidelines for Setting Question Paper: Question paper of end semester examination will be of 60 marks. The question paper will consist of five sections A, B, C, D and E. Sections A, B, C and D will have 2 questions of 10 marks each and section E has short answer type questions consisting of ten parts of 02 marks each. The candidates will attempt five questions in all, i.e. one question each from sections A, B, C, D and the compulsory question from section E. In the question paper, the questions available in sections A, B, C and D will be covered from Unit- I, Unit- II, Unit- III and Unit- IV respectively and Section-E will cover the whole syllabus.

Course Objectives (CO's)

This course shall introduce the learner to the growth of the tourism industry and its development. The course also highlights the role of tourism for economic progress and its significance in the global economy; Course discusses the global nature of tourism, tourism products and emerging trends in the tourism industry. It also gives appreciation to tourism from a future perspective.

Course Contents:

Unit I	08 Lectures
Historical development of global tourism, Advances in transportation, Concept of Tourism: Definition and meaning of tourist, traveler, visitor, excursionist & transit visitor, International tourist & Domestic Tourist, Typologies of Tourists.	
Unit II	08 Lectures
Concept of demand & supply in tourism, factors affecting demand and supply in tourism. Tourism product, Features of tourism product, Types of tourism product (TOPs, ROPs, BTEs), Difference of tourism product from other consumer products. Factors inhibiting the growth of tourism.	
Unit III	07 Lectures
Status of Tourism: United Nations World Tourism Organizations (UNWTO) –Tourism highlights of recent years, Latest Tourism Statistics of India, Future tourism scenario (Global and Indian).	
Unit IV	08 Lectures
World Tourism Day: Background Concept, Themes, and Celebrations. Emerging tourism trends – Eco-tourism, Green tourism, Alternate tourism, Heritage tourism, Sustainable tourism, Cultural tourism, Volunteer tourism.	


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Course Learning Outcomes (CLO's)/ Course Outcomes (CO's)

- Explore the historical evolution of tourism as a socio-economic phenomenon.
- Identify key factors influencing the growth and development of international tourism.
- Assess the economic benefits and contributions of tourism to both host and source countries.
- Explore strategies for sustainable tourism development that mitigate negative impacts.
- Study factors affecting tourist motivation, behavior, and decision-making.
- Understand the role of destination management organizations (DMOs) in promoting and developing tourism.
- Investigate the current state of global tourism, including statistics on international tourist arrivals, revenue, and emerging trends.
- Discuss the annual themes and initiatives associated with World Tourism Day.

Suggestive Readings:

- Bhatia, A.K. *International Tourism: Fundamental and practice*, Delhi: Sterling.
- Hudman, E.L. and D.E. Hawkins, *Tourism in Contemporary Society: an introductory text*, New Jersey: Prentice Hall.
- Kamra, K.K. and M. Chand, *Basics of tourism: Theory operation and practice*, Delhi: Kanishka.
- Lundberg, D.E., *The Tourist Business*. New York: Van Nostrand.
- Reinhold Mill, R.C., and A.M. Morrison, *The Tourism System*, New Jersey: Prentice Hall
- McIntosh, Robert, W Goeldner, R Charles, *Tourism: Principles, Practices, and Philosophies*. John Wiley and Sons Inc. New York 1990
- Seth P.N., *Successful Tourism Management*, Sterling Publisher: New Delhi

Further Readings:

- <https://uou.ac.in/sites/default/files/slm/ETS-102.pdf>
- <https://www.unwto.org/glossary-tourism>
terms#:~:text=Tourism%20is%20a%20social%2C%20cultural,personal%20or%20business%2Fprofessional%20purposes.


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Sample Question Paper for End Semester Examination

Roll No:.....

Total Pages.....

Semester 1 (NEP)
BHMCT Examination
Tourism Concepts
BHMC- 415

Time: 3 Hours

Max. Marks: 60

The candidates shall limit their answers precisely within the answer book (40 pages) issued to them and no supplementary/continuation sheet will be issued.

Note: Attempt five questions in all by selecting one question from each section A, B, C and D. Section-E is compulsory.

SECTION – A
(1x10 or 5,5)

1. What do you understand by Tourism explain the concept of Tourism in detail. (10)
2. Explain the Historical development of global tourism. (10)

SECTION – B
(1x10 or 5,5)

3. Explain in detail different types of tourists. (10)
4. What do understand by concept of demand and supply in tourism sector and explain factors affecting demand and supply. (10)

SECTION – C
(1x10 or 5,5)

5. What do you understand by tourism product explain. (10)
6. What is the future scenario of Indian Tourism. (10)

SECTION – D
(1x10 or 5,5)

7. What do you understand by UNWTO & Future tourism scenario of Indian tourism. (10)
8. Explain emerging tourism trends in detail. (10)

SECTION – E (Compulsory)
(10x2=20 or 4x5=20)

9. Answer the following question in short: (02)
 - a) Visitor (02)
 - b) Tourist (02)
 - c) International tourist (02)
 - d) Domestic tourist (02)
 - e) Global tourism (02)
 - f) Heritage tourism (02)
 - g) Eco tourism (02)
 - h) Leisure (02)
 - i) Green tourism (02)
 - j) Cultural tourism (02)



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IKS- 411 INDIAN KNOWLEDGE SYSTEM							
Teaching Scheme			Credit	Marks Distribution			Duration of End Semester Examination
L	T	P		C	Internal Assessment	End Semester Examination	
2	0	0	2	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours
				Minimum Marks: 16	Minimum Marks: 24	40	

Guidelines for Setting Question Paper: Question paper of end semester examination will be of 60 marks. The question paper will consist of five sections A, B, C, D and E. Sections A, B, C and D will have 2 questions of 10 marks each and section E has short answer type questions consisting of ten parts of 02 marks each. The candidates will attempt five questions in all, i.e. one question each from sections A, B, C, D and the compulsory question from section E. In the question paper, the questions available in sections A, B, C and D will be covered from Unit- I, Unit- II, Unit- III and Unit- IV respectively and Section-E will cover the whole syllabus.

Course Objectives (CO's)

It aims to equip students with a well-rounded understanding of the political and administrative systems in India, enabling them to be informed and engaged citizens by providing with a comprehensive understanding of the Indian Constitution, its historical context, and its significance in the governance of India, explain the separation of powers and the functions of key institutions such as the President, Prime Minister, Parliament, and the Supreme Court, explore the powers and responsibilities of State Governors, Chief Ministers, State Legislatures, and State Judiciary, educate students about the significance of local self-governance through Panchayati Raj Institutions, delve into the roles and functions of Gram Panchayats, Panchayat Samitis, and Zila Parishads in rural governance.

Course Contents:

Unit I	08 Lectures
The Constitution – Introduction; The history of the making of the Indian constitution; Preamble and the basic structure, and its interpretations; Fundamentals rights and duties and their interpretation; State policy Principles	
Unit II	08 Lectures
Union government- structure of the Indian union; president- role and power; prime minister and council of ministers; Lok Sabha and Rajya Sabha	
Unit III	07 Lectures
State government- governor- role and power; chief minister and council of ministers; state secretariat	
Unit IV	07 Lectures
Local administration- district administration; municipal corporation; zila panchayat	


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Course Learning Outcomes (CLO's)/ Course Outcomes (CO's)

The students will be able to learn following things:

- Explain the process of Constitution-making and the contributions of key figures in its drafting.
- Understand the process of lawmaking, including the stages a bill goes through before becoming law.
- Discuss the importance of state-level policies and governance in addressing regional issues.
- Describe the structure and functions of local bodies, including Gram Panchayats, Panchayat Samitis, and Zila Parishads.
- Analyze the strengths and weaknesses of the Indian system of governance.

Suggestive Readings:

- Bhargava Rajeev, *Ethics and Politics of the Indian Constitution* Oxford University Press, New Delhi, 2008
- Fadia B.L., *The Constitution of India* Sahitya Bhawan, New edition, 2017
- Basu DD, *Introduction of the Constitution of India*, Lexis Nexis; twenty Third 2018 edition



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Sample Question Paper for End Semester Examination

Roll No:.....

Total Pages.....

Semester IV (NEP)
BHMCT Examination
Indian Knowledge System
IKS- 111

Time: 3 Hours

Max. Marks: 60

The candidates shall limit their answers precisely within the answer book (40 pages) issued to them and no supplementary/continuation sheet will be issued.

Note: Attempt five questions in all by selecting one question from each section A, B, C and D. Section-E is compulsory.

SECTION – A
(1x10 or 5,5)

1. Discuss the history of the making of the Indian constitution. (10)
2. Explain the salient features of Fundamental Rights in Indian Constitution. (10)

SECTION – B
(1x10 or 5,5)

3. Discuss the role and powers of Indian President. (10)
4. Describe the composition of Lok Sabha and its powers and functions also. (10)

SECTION – C
(1x10 or 5,5)

5. Discuss the composition and functions of state council of ministers. (10)
6. How is the Governor appointed? Discuss his Powers and Position. (10)

SECTION – D
(1x10 or 5,5)

7. What is meant by Panchayati Raj? Explain the main features of Panchayati Raj. (10)
8. Discuss the composition and Functions of Municipal Corporation. (10)

SECTION – E (Compulsory)
(10x2=20 or 4x5=20)

9. Write the answers of the following questions in brief.
 - a) Preamble of Indian constitution. (2)
 - b) Key figures in the drafting of Indian Constitution. (2)
 - c) Zila Panchyat. (2)
 - d) Rajya Sabha is know as Upper house of the parliament. (2)
 - e) Importance of local Government. (2)
 - f) Essential qualification to become the Prime Minister of India. (2)
 - g) Judicial powers of the Governor. (2)
 - h) Difference between cabinet and council of ministers. (2)
 - i) Can President become a dictator? (2)
 - j) Write any three characteristics of the Indian Parliamentary system. (2)



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BHMC- 411 P FOOD PRODUCTION OPERATION LAB							
Teaching Scheme			Credit	Marks Distribution			Duration of End Semester Examination
L	T	P		C	Internal Assessment	End Semester Examination	
0	0	8	4	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours
				Minimum Marks: 16	Minimum Marks: 24	40	

North region cuisine menu set:	Kashmir: 1. Gushtaba 2. Tabak maaz 4. Haak saag 5. Sheer chai	Punjab: 1. Chole bhature 2. Aloo gobi 3. Paneer tikka 4. Lassi
	Himachal Pradesh: 1. Madra (chickpea yogurt curry) 2. Chana dal 3. Babru (black gram pancakes) 4. Siddu (stuffed bread)	Rajasthan: 1. Ker sangri 2. Rajasthani kadhi pakora 3. Papad ki sabzi 4. Mohanthal
East region cuisine menu set:	Bengal: 1. Bhetki paturi (bengali fish wrapped in banana leaf) 2. Aloo posto (potatoes in poppy seed paste) 3. Chitol maacher muitha (chitol fish dumplings in gravy) 4. Rasmalai	Assam: 1. Maasor tenga (assamese sour fish curry) 2. Duck roast 3. Aloo pitika (mashed potatoes assamese style) 4. Pitha (assamese rice cake)
West region cuisine menu set:	Gujarat: 1. Thepla 2. Gujarati dal 3. Handvo 4. Basundi	Maharashtra: 1. Thalipeeth 2. Misal pav 3. Bharli vangi (stuffed eggplant) 4. Aamras puri



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<p>South region cuisine menu set:</p>	<p>Tamil Nadu:</p> <ol style="list-style-type: none"> 1. Chettinad egg curry 2. Paruppu vadai (lentil fritters) 3. Kothu parotta 4. Jigarthanda <p>Andhra Pradesh:</p> <ol style="list-style-type: none"> 1. Gongura mutton 2. Pesarattu 3. Chepala Pulusu (Andhra fish curry) 4. Poornalu (Andhra sweet dumplings) 	<p>Kerala:</p> <ol style="list-style-type: none"> 1. Kerala fish moilee 2. Avial 3. Erissery 4. Ada Pradhaman
<p>Central India region cuisine menu set:</p>	<p>Madhya Pradesh:</p> <ol style="list-style-type: none"> 1. Poha 2. Bafla 3. Bhutte ka kees (grated corn snack) 4. Mawa bati (sweet dumplings) <p>Uttar Pradesh/Bihar:</p> <ol style="list-style-type: none"> 1. Litti chokha (Bihari stuffed dough balls with spicy mashed vegetables) 2. Banarasi paan 3. Uttar Pradesh ki tehri (vegetable pulao) 4. Malpua with rabri 	<p>Chhattisgarh:</p> <ol style="list-style-type: none"> 1. Farra 2. Chila 3. Bafauri (steamed lentil dumplings) 4. Dehrori (rice pancakes)



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BHMC- 412 P FOOD & BEVERAGE OPERATION LAB							
Teaching Scheme			Credit	Marks Distribution			Duration of End Semester Examination
L	T	P		C	Internal Assessment	End Semester Examination	
0	0	4	2	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours
				Minimum Marks: 16	Minimum Marks: 24	40	

S. No.	Topic
01	Service of wine <ul style="list-style-type: none"> • Still, sparkling, fortified, aromatized Service of beer <ul style="list-style-type: none"> • Bottled, draught, canned
02	Service of aperitifs Task- 01 service of bitters Task- 02 service of vermouths
03	Service of spirits Task- 01 service styles - neat/on-the-rocks/with appropriate mixers Task- 02 service of whisky Task- 03 service of vodka Task- 04 service of rum Task- 05 service of gin Task- 06 service of brandy Task- 07 service of tequila
04	Service of liqueurs Task- 01 service styles - neat/on-the-rocks/with cream/en frappe Task- 02 service from the bar Task- 03 service from liqueur trolley



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BHMC- 413 P ACCOMMODATION OPERATION LAB

Teaching Scheme			Credit	Marks Distribution			Duration of End Semester Examination
L	T	P		C	Internal Assessment	End Semester Examination	
0	0	2	1	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours
				Minimum Marks: 16	Minimum Marks: 24	40	

S. No.	Topic
01	Layout of linen and uniform room/laundry
02	Laundry machinery and equipment
03	Stain removal
04	Flower arrangement
05	Selection and designing of uniforms
06	Fire safety exercise


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BHMC- 414 P FRONT OFFICE OPERATION LAB							
Teaching Scheme			Credit	Marks Distribution			Duration of End Semester Examination
L	T	P		C	Internal Assessment	End Semester Examination	
0	0	2	1	Maximum Marks: 40	Maximum Marks: 60	100	3 Hours
				Minimum Marks: 16	Minimum Marks: 24	40	

Sr. No.	Topic
01	Collection of samples of various vouchers used in the front office How to prepare the various reports used by night auditor
02	PMS training - hot function keys How to print and prepare registration cards for arrivals
03	Procedure to make a reservation. Procedure to make add on reservation, how to amend a reservation, how to cancel a reservation. Procedure to make a group reservation. Procedure to make a sharer reservation
04	Procedure to create and update guest profiles. Procedure to update guest folio. Procedure to print guest folio
05	Procedure to log in cashier code. Procedure to close a bank at the end of each shift
06	Procedure to process charges. <ul style="list-style-type: none"> • Arriving guest • In-house guest
07	Procedure to process a guest check out
08	Procedure to check out a folio
09	Procedure to feed remarks in guest history


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